

## Patient Participation Group (PPG) meeting – 27<sup>th</sup> June 2023

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- **Chair** – T Badiani; **Minute Taker** – P Soni, S Parmar; **Time** – 12-1pm
- **Attendees** – T Badiani, C Dawda, H Tanna, P Gokhani, S Karia, P Soni, S Patel, J Teli, Dr A Rao, S Parmar, A Goyal
- **Apologies** – L Mackness, C Mistry, P Chohan, M Kanabar

### Agenda

- ✓ Approve minutes from the last meeting
- ✓ Online appointment booking issues
- ✓ Patient awareness, wellbeing and value
- ✓ Summer practice open day
- ✓ AOB

### Introductory comments

- Chair welcomed members and introduced and thanked new members for attending
- PPG reiterated that they represent the patient population and bring anonymous concerns to this forum to be addressed
- Minutes from the last meeting approved and uploaded to practice website

### Matters outstanding from the last meeting

- Issues with the number of online appointments available (and therefore ability for patients to book online), S Parmar said this number is low due to the number of patients who do not attend prebooked appoints (DNAs), therefore currently only 3% of all bookable appointments are offered online. Patients are sent texts about DNAs to remind them that failure to attend affects other patients and the service that can be provided by the practice
  - **ACTION:** S Parmar / A Goyal by 15/07/23 – Provide statistics on number of online and telephone appointments per day, number of patients who do not attend (DNAs) when appointments are booked online vs via telephone, anonymous patient survey responses, call volumes per day, number of reception staff and the number of staff who take calls per day (especially the morning during the busiest period)
  - **ACTION:** S Parmar by 30/07/23 – Provide latest CQC Report
  - **ACTION:** Dr R Wadhwa by 01/09/23 – PPG Equity Group

### Minutes from this meeting

- Patient awareness, wellbeing and value – chair discussed a few improvement points for the website
  - **ACTION:** PPG by 15/08/23 – Create visuals and posters based on statistics provided for use on posters in the waiting room and review leaflets and information posters on display
  - **ACTION:** Dr A Rao, S Parmar by 15/08/23 – Agree at the next GP Partners meeting the best way to add locum GP partner names, GP qualifications, areas of interest, registration number and year qualified to the practice website, given that there are 13,000+ patients across both sites who would benefit from this information
  - **ACTION:** Practice by 15/08/23 to respond to patient reviews online

- **ACTION:** S Parmar by 15/07/23 Reminder to staff to wear lanyards and have name badge visible
- Discussion on recruitment and retention – S Karia inquired about retaining staff members before leaving the practice, S Parmar said they do all they can to retain staff but that some turnover is normal for all GP practices

### Achievements and Recognition

- Patients with long term conditions are now being managed better and record keeping has improved (T Badiani and P Soni also reminded the group that patients have access to their records, doctors notes and blood test results via 'SystmOnline')
- Telephone system and callback function is working well
- There has been a noticeable positive improvement in general attitudes, willingness to help patients and quality of service provided
  - **ACTION:** S Parmar by 15/07/23 – send recognition email to all practice staff
- PPG wished to highlight recognition to reception staff – Liz, Sonal and Gita for all their hard work and dedication, practice managers – Shareen and Anil who continue to be supportive of the PPG, Dr A Rao for her commitment in working together with the PPG and Tripat for her continued support and leadership as chair of the PPG

### AOB

- Date for next PPG and Practice Open Day
- Liaise with PPG members to volunteer and be voted in for supporting PPG roles
- **Possible Agenda for next time** – the best way in which the practice can let the PPG know about NHS initiatives / high level changes to NHS services