



## PPG MEETING MINUTES 24<sup>TH</sup> JUNE 2024

**Date:** Monday, 24th June 2024

**Time:** 12:30 – 13:30

**Location:** Morris House Group Practice

**Attendees:**

-Dr Russell Hearn

-Noelia Barranco Monis

-David Salelles Arlandis

-Gabriel Olatokun

-Anthony Knight

-Estela Cesario

-Jennifer Nelson

-Stephen Reynolds

-Lydia Charles

-Klitos Klitou

-Denise Chung

-Fraser Borwick

-Fathia Abdullahi

-Ave Jeantou

**Agenda:**

1. Welcome and Introductions

2. Follow-up on Previous Actions

3. Practice Updates

4. Practice Highlights

5. Suggestions for Improvements

6. Actions

**Minutes:**

### 1. Welcome and Introductions

Dr Russell Hearn welcomed the patient group to the meeting, introduced himself and reminded the group about the PPG ground rules.

### 2. Follow-up on Previous Actions

Dr Russell Hearn addressed the action points from the previous PPG meeting and how they have been implemented:

- Chronic Fatigue Support Group:

- Dr Hearn explained that a sign-up sheet had been distributed to the PPG and we had 8 volunteers to support the 149 patients with chronic fatigue that we currently have at the practice.
- Dr Hearn detailed the training the volunteers will receive as well as the structure of the support group.
- A patient inquired about the intended timeline to get the support group up and running, Dr Hearn confirmed training to start within the next 6 weeks (before the next meeting).

- Online Services Support Group:
  - Dr Hearn discussed the digital gap in the healthcare world and how we aim to close it with this support group.
  - Dr Hearn explained that a sign-up sheet had been distributed to the PPG and we had 7 volunteers to run the support group.
  - Dr Hearn detailed the training the volunteers will receive as well as the structure of the support group.
  - A patient discussed the language barriers some patients might encounter, Dr Hearn noted the usefulness of multilingual members which could be announced in advance of the Online Services Support Group drop-in sessions for patients with language barriers to know there will be someone to support them on specific sessions.

### 3. Practice Updates

Dr Hearn shared the friends and family test results from the previous quarter with an average of 89% which is above the average of the area.

Dr Hearn gave an update on GPs with Dr Hossain and Dr Nuckchady leaving and Dr Dogan, Dr Darke and Dr Dhingra starting in the next few months.

### 4. Practice Highlights

Patients shared the following positive experiences at the practice:

- “The doctor is very helpful, and she takes her time with (my daughter) going through her whole record.”
- “I’ve been twice (since the last meeting) and both times the clinicians have been wonderful, listening to what I had to say, and I’ve never felt like I’ve been rushed out of the room.”
- “I’ve had a really good experience with the nursing team. I don’t really chase them up, they contact me. They make the effort.”

### 5. Suggestions for Improvements

- Patient asked if there is anything the practice can do to have more appointments available. Dr Hearn clarified it's a national problem rather than a practice problem and discussed schemes like "Pharmacy First" that help alleviate the pressure on practices.
- A patient shared difficulties using "Pharmacy First" due to medical conditions, Dr Hearn acknowledged exceptions in specific cases, but the scheme will be useful for most people.
- Patient asked about the appointment booking protocol, Noelia (Reception Manager) explained the process, detailed on the practice website. One of the patients shared useful tips.
- Patient enquired why GPs can't share test results ordered by a hospital to which Dr Hearn explained the different reasons why GPs can't provide the results, the main reason being that GPs usually don't get said results until after the patient receives them from the hospital.
- Patient asked why test results not always get communicated. Dr Hearn stated that results are not communicated unless follow-up is needed. It was also mentioned that the practice has a phonenumber to check test results, and the best time to call is after 2 pm.
- A patient discussed his experience using a sleep apnoea machine and how he would have benefited from a more detailed explanation on how to use it. He suggested the PPG could support patients giving a better explanation of how to use equipment.

- Patient asked about the COVID vaccination season. Dr Hearn confirmed the season is finished, with an autumn campaign planned.
- A patient asked if the NHS prescribes magnesium and expressed distrust for over-the-counter products. Dr Hearn explained the lack of evidence for magnesium benefits prevents the NHS from prescribing it but reassured safety from reputable vendors.
- Patient asked what the reason was behind GPs turnover. Dr Hearn explained there is a national dissatisfaction amongst GPs, MHGP turnover is not higher than the area average and highlighted efforts the practice makes to retain staff.
- A patient expressed frustration over lack of communication when a prescription gets rejected. Dr Hearn explained pharmacists follow strong guidelines when prescribing.
- Discussion on delays to obtaining prescribed medicaments in pharmacies. Dr Hearn explained that it might be due to different reasons such as pharmacy size or medicament shortages.
- A patient suggested the PPG could give support to the medical team.

#### **6.Action Points:**

1-Contact patients with Chronic Fatigue and ask if they would like to opt in to be supported by the volunteering group.

2-Plan the training meeting for both volunteering groups.

3-Do a search of how many patients with Sleep Apnoea we currently have registered at the practice.

**Next PPG meeting is scheduled for Monday ~~xxxxxxx~~ 2024 12:30 to 13:30**