



# MORRIS HOUSE GROUP PRACTICE

PATIENT CARE, EDUCATION AND INNOVATION

239 Lordship Lane, London, N17 6AA | 02031433600



## PPG MEETING MINUTES 8<sup>TH</sup> APRIL 2024

**Date:** Monday, 8th April 2024

**Time:** 12:30 – 13:30

**Location:** Morris House Group Practice

**Attendees:**

- |                          |                   |                    |
|--------------------------|-------------------|--------------------|
| -Dr Russell Hearn        | -Nelly Njengwa    | -Moni Sikder       |
| -Noelia Barranco Monis   | -Jennifer Nelson  | -Fraser Borwick    |
| -David Salelles Arlandis | -Stephen Reynolds | -Kedrice Masawi    |
| -Dr Amber Coulthard      | -John Barraclough | -Hanna Chmiel      |
| -Fatme Amideina          | -Anita Williams   | -Ave Jeantou       |
| -Kathryn Arblaster       | -Beatrice Young   | -Owen T Cunningham |

**Agenda:**

1. Welcome and Introductions
2. Meeting Minutes & Feedback
3. Practice Updates
4. Discuss Potential PPG Activities
5. Pharmacy First
6. Practice Highlights
7. Suggestions for Improvements
8. Chair Elections
9. Next Meeting Arrangements
10. 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. Each attendee briefly introduced themselves to the group.

**2. Meeting Minutes & Feedback**

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

Some options were proposed on the best way PPG members can help support patients with Chronic Fatigue.



### **3. Practice Updates**

Dr Russell Hearn shared the friends and family results from the previous quarter with an average of 87%.

Dr Russell Hearn informed the group that the practice has administered over 176650 covid vaccines.

### **4. Discussed Potential PPG Activities**

A discussion took place regarding ways in which the PPG could help people use online services.

### **5. Pharmacy First**

Fatme Amideina (Practice Pharmacist) gave details about the pharmacy first scheme to the PPG. We asked the PPG what the best way would be to let patients know about this service. Some suggestions were:

- Advertising on the newsletter (recurring).
- Advertising on waiting area.
- Letting patients know.
- Add to telephone waiting line message.

Asthmatic patient asked if she could make use of this scheme to get blue inhalers. Dr Russell Hearn informed her that any patient with Chronic Asthma can attend any pharmacy for an emergency blue inhaler. Patient mentioned she wasn't aware of this after having dealt with this condition for years. It was discussed on how to make patients aware of this service.

Patient asked how pharmacists will know about patient allergies to which Fatme Amideina explained pharmacies have access to patient records and after any consultation with them they will send a summary to the patient's practice.

Patient asked if this service could be used for blood tests to which Fatme Amideina let them know blood tests don't fall under the list of services pharmacies can provide.

Patient asked what the difference between the minor ailments scheme and the pharmacy first scheme is to which Fatme Amideina and Dr Russell Hearn explained that each scheme covers different conditions.

### **6. Practice Highlights**

Patient stated that the practice has always been very good but recently it has raised its standards even higher. They remarked the reception staff is very proactive and helpful.

Patient shared her experience regarding a blood test where the practice contacted her directly for it which saved her the phone call, she remarked the effectiveness of the team.

### **7. Suggestions for Improvements**

Patient mentioned reception staff could improve by acknowledging patients and let them know they are busy at the moment.

Patient mentioned the loss in consistency of staff. Dr Russell Hearn explained that the practice has changed the way it operates. In addition, we are a training practice which implies having many rotating clinicians. It is also worth noting staff rotation is currently very high in the UK.

Patient had a question regarding the training that reception staff receives – Noelia Barranco Monis (Reception Manager) explained all receptionists get a standard training and on specific cases they will get additional training when needed on a case to case basis.

Patient suggested to add to the newsletter an informative section on how the practice has changed the way it operates.

Patient asked what improvements the practice can make. - Dr Russell Hearn explained we can change the way the practice is ran or what systems are in place to make it more effective, Dr Russell Hearn also noted that funding is limited which affects how many changes can be done. Patient queried about GP access service. - Dr Russell Hearn explained that this service is still running but those appointments are booked through the practice which can make patients not aware they are using it.

Patient asked why appointments are only offered at 8am to which Dr Russell Hearn explained that it was trialled to give appointments on the PM as well as AM, but the feedback received was very mixed and made the process more confusing.

Patient asked about the feasibility of the practice contacting the patient if something shows up on a blood test rather than the patient having to call. - Dr Russell Hearn informed that results are updated on the NHS app and any urgent results will get a call back automatically. He also pointed out that this would be an NHS solution rather than a practice solution.

Patient shared a bad experience booking a follow up appointment. Which propelled a discussion on how the practice follows up on patients. Dr Russell Hearn mentioned that it usually comes down to each clinician. Another patient then shared a great experience receiving a follow up appointment which reinforces what Dr Russell Hearn mentioned.

### **8. Chair Elections**

The election of a PPG Chair was due.

Kathryn Arblaster kindly introduced herself and put her name forward to be the PPG Chair.

Kathryn Arblaster was elected chair of the Patient Participation Group.

### **9. Next Meeting Arrangements**

The next Patient Participation Group Meeting has been scheduled for Monday 24<sup>th</sup> June 12:30 to 13:30.

### **10. Action Points:**

1- Forward a sign-up list for PPG members who would like to volunteer in helping patients with Chronic Fatigue in the ways discussed during the meeting.

2- Forward a sign-up list for PPG members who would like to volunteer in helping patients use online services in the ways discussed during the meeting.

3- Add a section on the newsletter regarding emergency Blue Inhalers.

4- Add a recurring section on the newsletter informing about the Pharmacy First scheme.

5- Add a section in the newsletter on how the practice has changed the way it runs.

**Next PPG meeting is scheduled for Monday 24<sup>th</sup> June 2024 12:30 to 13:30**