



PPG MEETING MINUTES 28TH OCTOBER 2024

Date: Monday, 28th October 2024

Time: 12:30 – 13:30

Location: Morris House Group Practice

Attendees:

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|----------------------------|-------------------|-------------------|
| -Prof Russell Hearn | -Dave Morris | -Denise Chung |
| - David Salelles Arlandis | -Jennifer Nelson | -Fraser Borwick |
| -Kathryn Arblaster (Chair) | -Mary Smith | -Cecilia Osabutey |
| -Despoulla Nicolau | -Elsje Pankey | -Dilber Akgoz |
| -Doreen Soares | -John Barraclough | -Kay Lily |
| -Tina Keating | -Zouhra Balouh | -Anita Williams |
| -Helen Karamallakis | | |

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

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

All attendees briefly introduced themselves and shared how long they have been registered at the practice for.

2. Follow-up on Previous Actions

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

- Chronic Fatigue Support Group:
 - Prof Hearn informed that a message had been sent to all patients registered at MHGP suffering from Chronic Fatigue to inform them about the support group and ask if they would like to be contacted.
 - Prof Hearn confirmed that 10 patients agreed to be contacted by the PPG's Support Group.
 - Prof Hearn confirmed that 4 volunteers attended the training session led by David.

- Online Services Support Group:
 - Prof Hearn explained that a sign-up sheet had been distributed to the PPG and we had 7 volunteers to run the support group.
 - Prof Hearn confirmed that 4 volunteers attended the training session led by David.
 - The first drop-in session will take place before the next PPG meeting.

3. Practice Updates

Prof 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.

Prof Hearn announced the retirement of Dr Amato after more than 30 years at MHGP.

Dr Dogan and Dr Dhingra, the latest GPs to join the practice, briefly came in and introduced themselves and shared their backgrounds and interests.

Prof Hearn mentioned the need for further discussion on the continuation of cryotherapy services, as it is not funded by the NHS but considered valuable by patients.

4. Practice Highlights

Patients shared the following positive experiences at the practice:

- “My mum is in a wheelchair and we always get a parking space, the accessibility in the building is fantastic.”
- “My daughter has autism, and she finds difficult seeing a different doctor each time. But I found talking to the reception staff, they are able to always book her in with the same doctor which has increased her confidence and willingness to get an appointment when she needs it rather than avoiding it, which is very good.”
- “I had a positive experience when getting my flu jab, I was offered the COVID vaccine at the same time which was very quick and efficient.”

5. Suggestions for Improvements

- Patients mentioned issues with booking appointments online, particularly for elderly patients.
- Patients mentioned the need for all reception desks to be open at 8am to try to prevent long wait times.
- Patient raised concerns about some reception staff behaviour regarding communication with patients and suggested the need for private areas for sensitive discussions.
- A patient mentioned a problem with prescription renewals and communication between the practice and pharmacies. Prof Hearn explained that it might be a particular problem for the patient and suggested an appointment with one of our pharmacists who will be able to make any changes needed.
- Patient shared that same day appointments don't work for everyone and suggested the option to book appointments a few days in advance. Prof Hearn explained that this process is already in place and 10% of appointments are bookable a week in advance.
- A patient shared the importance of consistent mental health reviews as she experienced inconsistent care and lack of thorough reviews.

6. Action Points:

1-Conduct Chronic Fatigue Support Group.

2-Conduct Online Support Group.

3-Coach reception staff regarding the points raised during the meeting.

Next PPG meeting is scheduled for Monday 16th Dec 2024 12:30 to 13:30