ST ANNS ROAD SURGERY

PPG (PATIENT PARTICIPATION GROUP)

(Meeting Minutes – 23rd February 2023)

**Opening:**

The onsite meeting of the Patient Participation Group (PPG) for St Ann’s Road Surgery took place at 2pm on Thursday 23rd February 2023.

**Present:**

St Ann’s Road Surgery: Sally Penycate (NCL Regional Manager) and Stella Toffee (Interim Practice Manager).

From Registered Patients: Miss Diane Paice, Mr Graham Day, Mr Menassie Yemane and Miss Tammy Hymas

**Introduction Agenda:**

The agenda was determined by the discussion at the pre-meet between Sally, Stella, Mr Day and Miss Paice

Stella Toffee opened the meeting by introducing herself and assuring the PPG members that the Practice is keen to facilitate the PPG meeting to improve services to the patient by maintaining regular communication between the practice and patients. Also thanked all patients for attending the Patient Participation Group meeting of St Ann’s Road Surgery that day.

Stella advised of the staff changes and said the Practice was sorry to see their Clinical Lead Dr Waller, leave at the end of January. She informed the group that a new Clinical Lead has been appointed and will be joining St Ann’s Road Surgery in May once the onboarding process has been completed. Stella also explained that there was a big multidisciplinary team at St Ann’s which included 2 salaried GPs, 3 long term regular locum GPs, 4 Onsite Pharmacists, 2 Physician Associates, including additional resource from the PCN team (1 Pre-reg Technician, 2 Pharmacists and a Physician Associate) as well as a team of 3 salaried Nurses and an HCA. There is also a team of 12 Receptionist/ Administrator staff and Stella has the support of a Regional Team in NCL (North Central London) as well as her Assistant Practice Manager.

**Expressed by Patients**

* Miss Paice said she was not aware that there were Pharmacists at the Practice and asked about their role within the Surgery. Stella explained that the Pharmacists were available for any prescription/ medication queries and conducted a lot of the medication reviews, as well as more- to include Asthma reviews, Mental Health reviews and Diabetes to name a few examples
* Mr Day was not aware there were as many Reception staff and was pleased to see familiar names
* Miss Hymas enquired about the number of doctors, and it was explained that we have had ads out for over a year, unfortunately nationwide there is a lack of GP resources, but the Practice has readily been booking in GP Locums, on top of the long-term locums to make up the deficit
* Mr Yemane expressed that he is finding it more and more difficult recently to book an appointment and wanted to know why this was. Sally explained again about the national struggle with recruitment of GPs but reminded that there were various avenues of booking an appointment, from DR, in person, and via telephone.
* Mr Day asked about the Social Prescribing Service, and he was informed that the Surgery refers into Connected Communities, an initiative run by Haringey Council.

Stella Toffee spoke about the Practices desire to arrange more community events, she spoke of the Open Women’s Day that they had in December where eligible patients were texted to invite them to come in and speak with the nurse if they had any concerns or queries about Cervical Screening, or Breast. Miss Paice stated she did not receive an invite and Miss Hymas explained why only specific patients received the invites. It was explained that the system would pick up on any patients that were due for these tests and fit the criteria but not booked yet and they would be contacted. There was a similar event for the Immunisations where any patients that had not had their Shingles, Flu or any children due Immunisations were contacted to come in. There will be further events planned for 2023, including a Well-being walk session once a month.

**Expressed by Patients**

* The patients said they would be happy to be involved, assist in any community events if they can
* Miss Paice and Miss Hymas both expressed their compliments for Surgery and commended how supportive she has been to both
* Miss Paice asked if there could be a named member of staff nominated for the PPG group to contact if they have any queries

**The patients were then given an opportunity to discuss items and make suggestions which were as follows:**

* Miss Paice requested the Terms of Reference
* Mr Day said he would like to know more about our KPIs and would appreciate a breakdown of our end of year figures
* Miss Hymas said she would like to know how many complaints were received in the past year, if they were resolved and if they went higher, also the trend of complaints
* Miss Paice had some recommendations for the DR IQ app, she preferred Online access as you were able to track your investigations better as it showed via a lateral graph of your HbA1c going up or down for example
* Miss Paice said she would like the Practice to reconsider offering the patients appointments for their blood tests to be done in-house again, as it was more convenient and there was less waiting time
* More work to be done with the promotion of the PPG, and awareness and an Induction for new joiners
* There were some questions due to the Contract renewal for St Ann’s which is impending in April
* The PPG patients discussed the initiation of a Whatsapp group where they could keep in closer communication with each other

At the end of the meeting the following actions were agreed

* PPG group will be the critical friend for the Practice, by providing ongoing feedback and local intelligence
* The PPG members are welcome to join the pre-meet 2 weeks prior to the PPG Meeting to discuss ideas and agenda items- next date set is in **May (currently Miss Paice and Mr Day have attended)**
* The Practice will share the Performance end-of-year data in the next PPG Meeting
* The Practice will share the data requested by Miss Hymas for the Complaints
* The Practice will introduce Dr Chuba Chigbo, the new Clinical Lead
* The Director of Communications Mr Stephen Webb will attend the next meeting for any questions regarding Operose/ the contract renewal

Meeting concluded by Stella and Sally who thanked the group for attending and reiterated that the practice team gained lot of valuable information and support from the patients and that the patients experience is very important to the practice.

**Next Meeting: TBC**