

**Patient participation group**  
**Meeting 19<sup>th</sup> of April 2022**

**Attended:** Dr Thanh Mai Nguyen (Partner) TMN, Siobhan Moriarty, (Practice Manager) SM, John Broomfield (JB) and Arnie Aretz - AA

**Agenda item 1 - Welcome and introductions**

Siobhan welcomed patients, John and Arnie and introduced herself as the practice manager. Dr Thanh Mai Nguyen introduced herself as this was the first PPG meeting she attended.

**Agenda item 2 - Discuss Health watch recommendations**

SM discussed the following points with PPG members –

**Recommendation 1:**

- GP Practices should ensure that patient's choice of having face-to-face, telephone or online consultation is reinstated as soon as Covid restrictions allow.

SM & TMN explained that the practice is in the process of putting nursing appointments online. We will monitor this and then add GP appointments.

- use these as best practice examples that we will support practices to adopt.

**Recommendation 2:**

- GP Practices should review their phone messages, check for accuracy of information, clarity of the message, time length of the message and how easy to follow the instructions. PPG members should be involved in this process.
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Both JB and AA said the phone message is okay; however, it is quite long. TMN suggested that we as a practice review the COVID advice and see whether we can shorten the message.

- GP Practices should review patient's complaints and feedback protocols with their practice PPG to ensure that patients: can easily find information about how to raise a complaint and what to expect afterwards. Have multiple routes to making a complaint such as in writing, in person and online forms.
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SM explained that moving forward as an agenda item at all PPG meeting she will be discussing both complaint and feedback from patients.

### **Agenda item 3 - Discuss patient survey results**

Both SM and AA met in January 2022 to go through the patient survey results, but was keen to discuss further in today's meeting.

SM explained that each year surveys are sent out to patients for completion. SM sent out a link for PPG feedback. Nicholas B sent an email with thoughts, one main points being the multiple access of contacting the practice to make a request or appointments. JB enquired whether there could be a way of patients submitting emails/requests to patients and them being accessed and dealt with outside surgery hours. TMN explained that we offer the E-consult service on our website. Patients can submit a routine request anytime of the day, including weekends and this will be viewed and managed by the practice. FMC decided to keep this facility running throughout the weekend to allow patients to continue to use the service.

SM also said on the back of patient feedback that a new phone system has been installed, meaning more lines into the practice and a dashboard to help monitor the incoming calls. Both JB and AA reported no issues when calling the practice.

Noted was the poor score for interaction with reception. Both patients felt reception dealt and managed their queries well, and found them pleasant considering the difficulties faced over the past two years. SM said the partners acknowledged that demand and pressures have increased on the team and were pleased to say we have recruited an additional PM staff member to help with the increased traffic coming into reception.

### **Agenda item 4 – Upcoming CQC Inspection**

SM explained that the practice has been notified of their CQC inspection. SM said that everything we do in practice will be reviewed and marked in accordance with in 5 areas. Safe, effective, caring, responsive and well-led.

SM asked if she could send a feedback link to PPG members.

### **Agenda item5 – complaints and positive feedback**

Complaints discussed –

Blood test booking delay

Patient consultant sent a blood request via email. Email attached without task being sent to doctor to action.

Fitzrovia Medical Centre

Outcome - additional training given to team, discussed in weekly admin meeting and whole team practice meeting

Patient arrived over ten minutes late, not seen by locum doctor.

Outcome, letter and meeting with PM. Explained it is protocol that it is GP discretion as to whether they see the patient or not.

JB asked how many complaints has the practice received this year. SM explained she has received three written ones and two over the phone, also in the process of responding to a 4<sup>th</sup> one.

SM also said that the practice tries and capture feedback in practice using questionnaires and several returned with positive outcomes, which SM went through.

### **AOB**

AA wanted to discuss an issue with prescription ordering. Both AA and JB found it frustrating that items can only be ordered in three month intervals. TMN explained that this is in accordance with NHSE guidelines. TMN explained sometimes patients require medication reviews to check on BP and generally to see how patients are getting on with prescribed items. The practice now has a full time pharmacist.

SM asked if both AA and JB would be interested in attending the CLH PPG meeting, this is a meeting where patients from each practice attends to discuss upcoming projects and concerns and feedback arising at their practice.

SM will send the invite when received.

**Date of next meeting – TBC**