

<b>Meeting</b>	PPG Minutes	<b>Date &amp; Time</b>	30 <sup>th</sup> July 2024 @ 12pm
<b>Chair</b>	T Badiani	<b>Minute taker</b>	Anil Goyal

• <b>PPG Attendees</b>
<ul style="list-style-type: none"> <li>- T Badiani</li> <li>- Prem</li> <li>- Praful</li> <li>- Varsha</li> <li>- Hasu</li> <li>- Suresh</li> <li>- Jyoti</li> <li>- Chandrika</li> <li>- Gurmaj</li> </ul>

• <b>Practice/ICB Attendees</b>
<ul style="list-style-type: none"> <li>- Dr R Wadhwa</li> <li>- A Goyal</li> <li>- Shareen</li> </ul>

<b>No.</b>	<b>Notes</b>	<b>Action by</b>
<b>1</b>	<b>Apologies</b> Liz, Champa, Sangita, Meeta and Dr A Rao	
<b>2</b>	<b>Approve Minutes</b>  Minutes from previous PPG meeting held on 27.06.2023 were approved by the PPG.	
<b>3</b>	<b>Practice Update since 2023</b>  Since 2023, the Practice has significantly improved in several areas: answering calls more promptly, investing in Salaried GP's for continuation of care, providing more relevant information to patients, introduction of an in-house Social Prescriber who is connecting with patients and local communities, educational talks in the Belgrave Library. Dr Wadhwa said the day to day running of the Practice is a lot smoother than it was before and we are still improving every day. Dr Wadhwa said whilst we get the odd negative comments from Patients, we get many positive comments too, which shows Patients are seeing a positive change. Dr Wadhwa said we have 7 GP's, 3 Pharmacists, HCA's and many other Clinicians at the Practice. He said we are struggling to obtain a Nurse, despite several job advertisements and liaising with Agencies. PPG Member asked if we can get some data on the Social Prescriber in terms of how many Patients he has helped, etc. Dr Wadhwa said we have to provide a certain amount of appointments every week, as per our contract, which we are achieving.	
<b>4</b>	<b>Notice Boards</b>  Practice is looking into new notice boards/signage. Recently the Practice has purchased new name plates for all of the doors across both sites. PPG Chair asked for new notice boards/signage at both sites, as well as outdoor plaques. Dr Wadhwa said we are looking into this, and we definitely plan to add more signage around the Practice. PPG Chair asked if the PPG Members photos can be added in the Reception area. Shareen said we were happy for PPG to lead on this and if they provide us with the relevant photos, we can display them in Reception. PPG suggested the photos and names could be laminated and added to the notice board.	
<b>5</b>	<b>DNA's</b>  DNA's is a major concern for all GP's. Practice is now highlighting the level of DNA's on its callboards across both sites, as well as it's website. In April 2024	

	<p>there were a total of 240 DNA's. In May 2024 there were a total of 233 DNA's. In June 2024 there were a total of 196 DNA's. PPG asked if DNA's are followed up with phone calls. Dr Wadhwa confirmed that we ask our Clinicians to contact Patients, if they have not turned up to their appointment, as the Clinician still has the time.</p>	
<b>6</b>	<p><b>Saturday 3 August 2024 - Event</b></p> <p>Practice has hired a clinical mobile van unit, which will be parked in the front car park of Manor Park Medical Practice in Thurmaston. Messages have been sent to Patients who are eligible for vaccinations such as: pneumonia and shingles. This is a walk-in service between 9am-2pm on Saturday 3 August 2024. Social Prescriber will also be at hand to get Patients to complete surveys and to interact with Patients throughout the day.</p>	
<b>7</b>	<p><b>October Open Day Event</b></p> <p>Practice is looking at holding a October Open Day Event. Some of the Partners are happy to do educational talks on the day, but the Practice is wanting the PPG to lead on this. Dr Wadhwa said the PPG can contact various organisations to bring stalls to the Practice which relate to various things; for example: Dementia, Diabetes, Rainbow, Mental Health, Fire Brigade, etc. Dr Wadhwa and PPG suggested it could be a good idea to do the Open Day when the weekend flu clinic is being run, but the Practice would need to know how many stalls have been organised so it can be planned and decided where the stands will be positioned. Dr Wadhwa said talks on topics such as: Diabetes, Smoking, Yoga/Meditation, etc, can take place. It was suggested that the Open Day could take place between 10am-2pm. Agreed that the PPG will liaise with the Practice on how many and which stalls will be present. PPG said they could also hand out questionnaires on the day.</p>	
<b>8</b>	<p><b>Appointments</b></p> <p>Online, On the Day, Pre-Bookable, NHS 111 Appointments are all being offered. Access is still somewhat of an issue, but Reception have massively improved in terms of signposting Patients, to ensure they still get the appropriate level of care and support, even when the Practice's appointments have been exhausted.</p>	
<b>9</b>	<p><b>Patient Survey Results</b></p> <p>Patient Survey Results – We're already collecting data through Patient surveys. On Saturday 3 August 2024, we will be handing surveys out to Patients who come to our walk-in service. We're also sending of family and friends surveys. It was suggested that this information is added to the Practice's website.</p>	
<b>Other</b>	<p>PPG Chair said all PPG Members agree that the Practice is heading in the right direction and is doing very well. PPG Members specifically mentioned the Reception area and stated that had seen a huge improvement. Anil confirmed name badges had been purchased for Practice staff.</p> <p>PPG said they were not sure how the online appointments worked – Anil explained that online appointments are added ahead of time and they are available to access 2 weeks before their date. This means a Patient can see all online appointments available within a 2 week period. PPG <b>asked if we can have specific data for DNA's relating to 'online appointment slots'</b>. Another concern raised was with the vetting of online appointments: are Patients booking correctly, do they actually need a GP appointment. We do see that people tend to book online appointments because it is available, rather than actually needing an appointment. It's difficult to offer online appointments with anyone other than</p>	AG/SP

	<p>GP's, as GP's can deal with everything, whereas other Clinicians cannot and this could result in wasted appointments.</p> <p>It was confirmed that the Practice sends 3 texts to Patients, to remind them of their appointments. One at the time of booking, another the day before the appointment date and the final one, on the day of the appointment. This has helped reduce the amount of DNA's, but there is still a high number of DNA's.</p> <p>Practice is proactively following up with Patients, rather than waiting for Patients to make contact with the Practice. For example, if a Patient was booked in for a blood test, when the results are sent to the Practice, a GP will review these. If any follow-up action is require, for example: the blood results need to be discussed with the Patient, a task will be sent to the Reception Team to make contact with the Patient, to have them booked in.</p> <p>PPG to think of more positive messages the Practice can add on the callboards placed at both sites, for example: 'last week we provided X amount of appointments'. PPG will send to Managers to review and action.</p> <p>PPG reiterated every area of the business has improved significantly.</p> <p>PPG suggested looking into sending a DNA text to Patients, which allows them to confirm why they DNA'd their appointment – to see if there is a regular theme and if anything can be done to help reduce the DNA volumes.</p> <p>PPG Chair said the PPG area of the Practice's website needed updating. Dr Wadhwa said PPG can provide us with all the information they want updating and the Practice can then action this.</p> <p>Dr Wadhwa said the PPG should be very diverse in terms of ethnical backgrounds, ages, medical conditions, single parents, economical positions, etc. PPG Chair said she would look into this, with the other PPG Members. It was suggested that a message could be added on the callboard, to invite people to becoming a PPG Member: 'If you're interested in becoming a PPG Member, please speak to our Reception Team'. It can also be advertised on the PPG Board help in the main reception area.</p>	<p>AG/SP</p> <p>PPG</p> <p>PPG</p>
<p><b>AOB</b></p>	<p>PPG Member asked if Practice Staff are displaying badges – they feel this is important. Need to ensure all staff are displaying these. Managers advised that staff should be doing this, but another reminder can be sent out.</p> <p>PPG Member complemented the call back feature. Lots of positive comments have been made by Patients regarding the new phone system.</p> <p>PPG Member said Reception ask Patients to come back the following day at 8am when there are no more appointments. This isn't always possible for Patients who are unwell, disabled, etc. Patients who are working may not be able to come in or call at 8am for an appointment.</p> <p>PPG Member said appointments will always be a problem, but maybe the Practice needs to look into signposting more, handing out educational leaflets, raising awareness of key things. Look at adding more key information on our website.</p> <p>Get a 'Did you know...' sign. Could send text messages with key information, add to website, etc.</p> <p>Maybe send Patients more information regarding the Pharmacist system – CPCS referrals, direct to Pharmacy, etc.</p>	<p>AG/SP</p> <p>AG/SP</p>

	<p>PPG Member was really happy with our GP's and Nurses and said they're doing a great job.</p> <p>Dr Wadhwa said having reviewed Eclipse in Diabetes specifically, our Practice is number 2 and 3 in lots of areas. This is because we're taking a proactive approach. So big improvements have been made.</p> <p>PPG Chair would like numbers of Patients across both sites, both jointly and separately.</p> <p>Next PPG Meeting to be held in October – 15.10.2024</p>	AG/SP
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