

## **Minutes of PPG Meeting 20<sup>th</sup> June 2024**

**Present:** Colin Berthelsen, Lisa Davies, Mary Egan, Caroline Field, Gerry Kurzon, Ginny Nevill, Stefan Sieradzki, Susan Smee

**Apologies:** Jan Choopani, John Grossman, Dr Liz Hermaszewska, Mary Perkins, Sharon Pink

Although Dr Liz was unable to attend the meeting, she forwarded some updates to Colin who shared these prior to and during the meeting.

Two new members of staff are starting this week: a new reception/admin lady and a new phlebotomist. Regarding speeding up putting external test results onto the system the surgery has taken on someone to help scan documents and file letters and other admin for 25 hours a week on a temporary contract.

The Myhealth workshop for diabetes is on Wednesday 3<sup>rd</sup> July 1 – 3pm with 10 patients having already booked places, expecting 25 to attend. Several PPG members offered to attend in support.

The Myhealth workshop on menopause is scheduled for Wednesday 31<sup>st</sup> July 1 – 3pm. Again PPG volunteered to support this event.

Members discussed the respective roles of the surgery and the PPG in organising these events. Colin pointed out that PPG needed to know the format of meetings in order to prepare adequate support.

Simon updated the MW website and Facebook about the above events and also the sad passing of Dr Michael Moseley.

The rooms previously holding patient records are being cleared – NHS has digitised the said records – so that the rooms can be repurposed.

The room next to Dr Goodman has been refurbished to serve as another clinic room. A patient donated funds in memory of his lovely wife Shushilaben Patel which was used to purchase a new electric couch for the said clinic room.

On Wednesday 26<sup>th</sup> June 2024 two workshops were to take place for Hillingdon residents Live Well Into Retirement and Digital Access to Healthcare. These were also apparently used to promote local PPGs. Colin was planning to attend and invited other PPG members to join him. Members discussed the parking difficulties in the vicinity and the closure/relocation of libraries in Northwood

Additional information was provided by Lisa who attended the meeting

Sasha and Dawn are now Patient Services Advisors, they will both be excellent in their new roles and supply support to the whole practice. The meeting discussed when and how reception staff identified themselves to patients. Receptionist answer the phone giving their name, all calls are recorded and can be listened to as soon as the call is ended. Lisa explained that the system now

enabled review of some interactions with patients in case of complaints. The whole call can be listened to easily. Having more administrators helped with running the practice. Training within the practice was beneficial but constrained by NHS/ ICB rules. However during training shutdown (for about 3 hours perhaps twice a year) the practice ensures that emergencies can be dealt with. The doors will not be shut and patients are still able to access the building; Customer care training, a CQC requirement, is part of it. More training is online now. PPG members were supportive of the need for staff training. MW patients were quite good at adapting to the many changes including online services. Both Sasha/Dawn are able to help patients with this as appts are made via receptionists. Most patient contact to the practice can be audited – this will include when appts were made/cancelled/ letters being scanned on, telephone calls etc. Susan raised the issue of incorrect data being entered by a hospital. Patients can now see their records so that they can request corrections. The content on the big TV screen in the waiting room – a good medium for communicating with patients – now under surgery control – was discussed including PPG content and reducing repetitiveness. Communicating monthly PPG events in this way could have a big impact. Sharon a PPG member with relevant professional experience offered to help with monitor content. The former Healthstation was briefly discussed in the context of changing patterns of patient attendance, new sources of support within the surgery etc although it was still possible to imagine some form thereof in a corner of the waiting room perhaps. The usefulness of various forms of patient feedback was discussed. The MW website was much improved recently. MW is a training practice and space is at a premium so the clinical room next to Dr Goodman's room was most welcome. The non GP professionals perform an increasingly useful role relieving the pressure on GPs. Physios at the practice assess patient need and refer them to physio at Mr Vernon. Prescriptions issued by hospitals will only be honoured by the surgery if a GP has done a risk assessment. It was inadvisable for patients to see test results from a technician eg radiologist before a GP has added their interpretation so it was important that GPs add their comments promptly. Patients being unreasonable with surgery reception staff which happens rarely can be contacted.

Lisa is now Operations Manager and Chris is a business manager though officially he is Practice Manager although there is some overlap in practice.

Professor Goodman sent his thanks via Dr Liz for patients comments on proposed hubs. Members discussed hubs once more, not least the confusion about different hubs. It seemed like the smaller more local hubs (borough / PCN level) were more successful in at least some cases. The idea of NW London / ICB level hubs did not sound promising or popular with patients.

In closing remarks members felt the surgery was well run and it was rewarding to hear about the investment in new hires which reinforced a positive view of the surgery.

**Next Meeting: Thursday 18<sup>th</sup> July 2024 at 2:30pm.**