**Minutes of Mountwood Surgery PPG MEETING 25th November 2021**

**Present: Colin Berthelsen Chair, Mary Perkins Vice Chair/NAPP interface, Susan Smee Treasurer, Ann Judge, Carol Melvin, Gillian Tobin (Practice Manager), Dr. Liz Hermaszewska (Partner).**

**Apologies: Mary Egan, Joan Staples, Stefan Sieradzki**

1. Gillian updated PPG on staff situation: -

* Leaving two receptionists
* Job offered to a new medical secretary
* Joining a new physician associate
* Gillian herself is aiming to retire from her position probably by end of March 2022, but will stay on for two days a week to assist her replacement who will now have the title of business manager. ‘Having been a dedicated servant of the practice for so long we are glad that Gillian feels able and willing to continue in a part time capacity and help provide a vital continuity of service to both Mountwood staff and patients.’

2. Gillian provided family & friends feedback from 411 patients in October 2021.

296 gave a 1 – extremely likely to recommend = 72.02%

71 gave a 2 – likely to recommend = 17.28%

20 gave a 3 – neither likely or unlikely = 4.87%

11 gave a 4 – unlikely to recommend = 2.68%

9 gave a 5 – extremely unlikely = 2.19%

6 gave a 6 – no comment = 1.46%

3. Both Gillian and Liz informed the PPG that Mountwood wanted feedback and assistance to

help the practice produce an information update to patients in the form of a short newsletter

covering all facets of services offered by Mountwood and the procedures in place for patients

to acquire them and the practice to deliver the same. PPG readily agreed and pointed out

that having the PPG minutes now available this would help keep patients informed on a

regular basis ….at least those who care to access the PPG page online. ‘Unfortunately, due to

data protection rules the PPG has no access to patients records insofar as name and contact

details are concerned, so we have to rely on the tv in the waiting room (if we can start using it

again, with the new system; use of the notice board under the tv and lastly the PPG page on

the web site’.

4. Colin handed over copies of PPG meeting minutes to Gillian covering August, September &

October to be inserted on the Mountwood web site under the PPG banner and will forward

the same in soft copy. The August minutes include results of a random selection of patients

from every practice in England, conducted by MORI. Mountwood results were compared to

those of other local practices and against the national average score returned. Our results

showed that we rarely hit the highest result nor did we hit the lowest results – but given that

we are talking about random feedback during Covid pandemic, we have scrutinised our own

‘family & friends’ patient feedback from those who have been in touch/visited Mountwood

and we are delighted to find that Mountwood has been scoring very highly – 19 out 20

patients would recommend Mountwood and we are consistently achieving the top score.

‘There was a section of the national press that stated that doctors’ surgeries were not

providing a service when most needed – Mountwood never closed its doors on patients or

refused treatment and doctors worked normal hours, albeit sometimes from home.

Our doctors undertook zoom and voice calls referring patients towards the best areas

available for treatment as they do normally and our nurses continued to see patients.

Mountwood’s efforts during the Covid pandemic were recognised and after much

deliberation was awarded a Hidden Hero Award, which sits proudly at the front reception.

5. The Mountwood PPG is a member of the National Association of Patient Participation and

regular updates on their actions, initiatives and gleaned information will also now be provided

to be included in the PPG page, on an ad hoc basis. First update starts from this month as the

NAPP held its AGM via zoom recently, which was followed by a presentation from a practice

Partner outlining her experiences during lockdown and since. In addition, the key topic at the

AGM was with regard to feedback from all practices in England siting that patients major

concern was with regard to appointments at their practice.

6. This item was headed ‘anyone had patient contact this month (good or bad)’ and Gillian

rightly made the point that we should not encourage patients to make us the first

point of contact if they have a complaint - the Mountwood web site clearly states that any

complaints should be addressed to the Practice Manager. PPG accepts that procedures

put in place should be followed and we will always inform patients of the correct

procedure, however, if we unsolicited receive a complaint we will pass it onto the Practice

manger and pass on verbally anything said to us. We believe that some patients may not feel

comfortable complaining directly and might see us as a buffer offering some form of

protection, but we hold no power and will pass everything over. What we are interested in is

if we pick up on a trend whereby there are several patients unhappy on the same topic, then

we are duty bound (NAPP directive) to inform the practice on behalf of the patients.

7. AOB

* Sue Smee enquired as to whether repeat prescriptions were now being restricted to a monthly rather than two monthly supply of medication. A discussion ensued and covered the fact that some medicines which could be harmful have to be closely monitored and only made available in lower numbers. The discussion then went into patients who have multiple prescriptions and how if the patient contacts ‘prescriptions@ mountwood’ they can request that a common date be used so that all prescriptions are made available at the same time – this could cut down tremendously on the workload, along with two monthly supplies being made. Please patients where possible use Patient Access system to request prescriptions.
* We sadly bade farewell Carol Melvin who has served on the PPG for many years despite her being a Hillingdon district councillor and ex-mayor. After living locally and serving the community for a long time she and her husband are retiring and moving close to the coast sometime early in the new year.

Next Meeting Thursday 27th January 2022 @ 2.30pm.