**Minutes of PPG Meeting 22 February 2024**

**Present**: Chris Bateman, Colin Berthelsen, Winnie Emelugo, Veenesh Mathur, Claire McDonagh, Ginny Nevill, Susan Smee, Stefan Sieradzki

**Apologies**: Jan Choopani, Mary Egan, Caroline Field, Dr Liz Hermaszewska, Mary Perkins, Sunanda Shafi, John Grossman, Dr Liz Hermaszewska.

The meeting warmly welcomed new member Winnie Emelugo.

1. Chris Bateman, the Business Manager introduced himself and did a presentation outlining his role at the surgery and gave an update on work at the practice and the stop smoking initiative report. This initiative at MW surgery is being led by Dr Liz with good success and best results within the North Connect practices (Acre Surgery & Carepoint Practice based at Northwood Health Centre; Acrefield Surgery in South Ruislip; Devonshire Lodge in Eastcote; Eastbury Practice in Northwood; The Harefield Practice; Mountwood Surgery). Chris’s explained his responsibilities ay MW as financial management (including a new accounting system). Building Maintenance. Bays in car park (painting / disabled parking). Lights in Car Park fixed / more sensors. Fire Doors. LED Lights. Guttering. Lifts fixed including lights. Cleaning Contracts under review. Involved in new telephony system. Where MW doing really well with responsiveness, sharing best practice with other surgeries. Explained telephone call routing system. Involved in North Connect PCN. Liasing with other managers and cross ideas. Colin requested copy of the telephone data – received and since installation were: -

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| --- | --- | --- | --- | --- | --- | --- |
| Month | Inbound Calls | Answered | % of Calls | Dialled Calls | Calls Queued | Time to answer |
| Oct | 7,008 | 5,001 | 85.8 | 4,759 | 5,449 | 3m33s |
| Nov | 7,211 | 5,259 | 87.6 | 4,913 | 5,602 | 3m14s |
| Dec | 6,629 | 4,392 | 86.4 | 4,284 | 4,732 | 2m21s |
| Jan | 8,197 | 5,321 | 83.3 | 5,197 | 5,804 | 4m18s |

1. Claire McDonagh, the Social Prescriber introduced herself and outlined her role which includes working for several surgeries in the PCN. Covering anti-social activity, physical, in crisis, homeless, financial, off work etc... A lot of time with patients from one off to 3 or 4 appts for 30 40 mins. Sign post on to other apt services. No limit, can come back. Claire offered to join PPG and give ideas and help with contacts for PPG events. Anyone can refer from practice. Road shows organised by PCN (next one 5 April at St Helens School); members commented it was not universally advertised to patients. By all accounts good events. Aim for road show once a qtr. A variety of professionals attend DB, physio etc. Good presentations as well. Claire to contact Colin with PCN contacts. Post meeting Colin & Claire have open channels of communication.
2. Members introduced themselves for the benefit of new attendees.
3. Colin expressed an ambition that PPG can organise presentations to MW patients monthly throughout 2024.
4. Susan commented on the last event Northwood Live at Home. About two dozen people attended. The meeting included video presentations. It was agreed that that the meeting room upstairs worked best.
5. Susan made some progress with COPD – a contact is looking into who might do a presentation, but this might take a while.
6. The MS Event organised by Mary Egan (6th March, 10-12noon) will most likely have probably 20 / 30 patients and carers attending. Just over 20 patients have MS at MW. A presentation similar format to the recent Parkinsons event. Susan pointed out that some patients found parts of the Parkinsons event to be too “technical” or too much fact-packed. This should be a lesson learnt for future events – perhaps less emphasis on technical aspects and more on help and support. Winnie thought that perhaps this needs the assistance of a medical professional to help simplify presentations. Poster to advertise for the MS event was discussed. Colin to contact Mary Egan, however, Claire pointed out that she had seen the poster downstairs already.
7. The Alzheimers event (17th April 10-12noon) organised by Stefan, info provided by presenter for poster was discussed. Stefan to confirm if our guest will focus on Alzheimers specifically or Dementia in general. Poster to be done on A4 by Stefan and Chris can enlarge to A3. It was felt best to keep the words to a headline – very few words. The publicising goes onto the MW website as with previous events via Dr Liz. Post meeting Dr Liz confirmed that there were c150 patients with some form of dementia so she would invite all requiring confirmation of attendance and she further confirmed that she had organised for Simon Roberts to design and print posters (and sent a sample).
8. Colin reported no progress to date with Prostate Cancer or McMillan Nurses. Will work with Claire and will attend St Helens on 5th April – hoping to see Prostate Cancer representative.
9. Our PCN have a new website and are organising get togethers of the seven doctor practices

involved at different levels and are looking to hold shared events e.g. our monthly

presentations but these are only for MW patients for now. Ginny suggested that perhaps

the Post Graduate centre at Mt Vernon might serve such a purpose very well. Stefan

wondered about the cost of hiring the venue and any financial PCN level funding that might

be available.

1. Friends and Family feedback Colin’s presented his analysis and distributed a printout covering the period October – December 2023. Generally complimentary about MW with most negative comments about the PATCHS online system. A couple of members, however, pointed out a positive experience with PATCHS.
2. PPG representation at the PCN meeting was discussed but no volunteers came forward. There was concern about representing the surgery when PPG members knew perhaps too little about the workings of MW. Post meeting Dr Liz didn’t think that mattered too much so Colin volunteered to represent MW PPG as its current chair until more was known.
3. During and post meeting discussions have taken place regarding the format of Minutes and must assume pre-sent agendas where a couple of PPG members could not open documents sent in Microsoft WORD and requested them sent in PDF format. Secondly Dr Liz and Colin discussed the matter of everyone’s email addresses being displayed and it was agreed that everyone receiving Minutes & Agendas should be sent via the ‘blind copy’ option (if it is necessary to have one person in the ‘To’ box then Colin was happy for it to be his details.

**Next Meeting: Thursday 21 March 2024 at 2:30pm.**