

Name of Meeting: Patient Participation Group Meeting			
Meeting date	02/03/2020	Minutes reference	No.25
Special provisions	None		



Attendance

Ngozi Uduku	NU (Chair)
Oluchi Uduku	OU (Minutes)
Genora Leachman	GL
Neeta Patel	NP
Judith Altshul	JA
Reita Mohamed	RM
Brian Anderson	BA

Apologies

Adetayo Adeola	AA
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1.0	Introductions	Action
1.1	OU welcomed all attendees. Introductions and apologies were noted.	Note
2.0	Minutes of the Last Meeting	
2.1	Read and agreed	Note
3.0	Update on events at the surgery	
3.1	OU informed the PPG that Mel Nohur our Medical Secretary for over 16 years had left the practice. She confirmed that hr departure was amicable and Mel felt it was time to take a break after her long service. The PPG were quite saddened by this as Mel had been a stalwart in the practice and the group.	Note
3.2	JA asked what the PPG could do to recognise her time with the practice and the group and they agreed on a note and a card. OU will liaise with JA regarding this.	OU
3.3	NU explained further the necessity of the improvement works to the practice, confirming that practices have been known to have their premises closed down by the CQC due to infection control. WHC took advantage of the Funding (albeit 2/3 rd) from NHSE to improve the premises for the benefit of staff and patients.	

	<p>NU confirmed that the original bid had been submitted for 5 new consulting rooms, sadly this bid was not backed by Lewisham CCG even though it received approval from NHSE. We have now changed our official meeting space into two consulting rooms – Cherry & Apple. JA enquired on how possible it was to soundproof the concertina door demarcating these two rooms.</p>	
3.4	<p>NU commented on how the surgery would have liked to double glaze the whole property. This was rejected in our bid. JA recommended that in future bid submissions the practice should include “Commitment to sustainability & Global Warming”. This was noted. JA also mentioned that she had a contact that specialised in conservation buildings and their double glazing and would be able to provide a quote. OU will follow through on this with JA.</p>	OU/JA
3.5	<p>OU informed the PPG that our Newsletter was now being prepared and will be published this quarter. Going forward there will be quarterly publications. OU requested that contributions and ideas come from the PPG as their input would be very much appreciated.</p>	Note
4.0	Matters Arising	
4.1	<p>NU requested from OU feedback on queries and suggestions made by the CCG over the last two years. OU will follow through on this.</p>	OU
4.2	<p>BA informed the meeting that on 02 March 2020 he called the surgery and waited for over 20 minutes before his call was answered. He reported that the receptionist he spoke to was very rude. OU promised to look into this and confirmed that staff are on regular customer service training.</p>	OU
4.3	<p><u>Covid 19</u> was discussed in detail and JA recommended that there should be a message sent out to vulnerable patients with a bit more detail and clarity on the virus. BA felt that vulnerable people are not being addressed by the government.</p>	
4.4	<p><u>The telephones</u> were discussed again in detail. Patients complained that they were always 1st or 2nd in the queue with the line cutting off subsequently and the practice does not have enough lines to make external calls. OU explained that the issue is ongoing and she is currently reviewing other telecommunication providers on the market. WHC signed a 7 year contract with Opus our current provider and we have 2 more years to go. It is possible to change providers and an early termination fee will need to be paid. NU maintained that addressing the phone line issue is the most important item on the agenda.</p>	OU
4.5	<p>OU confirmed that a list of all the faults of the phone system is being gathered</p>	

	including understanding if the lines are just not being picked up quickly and if providing various online services would reduce calls being made to the surgery. The new system will look to address all the practices needs. This cannot however be achieved immediately.	Note
4.6	BA felt that the government/NHSE ought to provide one phone system for all surgeries in the country. GL reminded the meeting that our demographic has a lot of older patients who prefer to call rather than use the internet and this needs to be taken into consideration.	Note
4.7	<u>Waiting Times:</u> RM recommended that patients should be patient and find out how long they will be expected to wait rather than get angry on the phone or at the reception desk. Receptionists should also update patients at least every half hour regarding the waiting time to see the clinician. This should also be uploaded on the big screen and the messaging system above the reception counter.	OU
4.8	<u>Toys in the Waiting Area:</u> OU informed the PPG that there will no longer be toys in the patient waiting area. A notice will be put up to this effect. This is due to hygiene reasons. Patients will be asked to bring their own toys to the surgery and to remember to take them when leaving. JA recommended this be included in the Newsletter.	OU
4.9	<u>NHS Free WIFI:</u> BA asked that the NHS Free Wifi should be better advertised around the surgery. OU will ensure it is also uploaded on the big Screen.	OU
4.10	<u>Friends & Family Test (FFT):</u> OU passed round a detailed breakdown of the practices FFT results over the last 2 months. Practice reviews have improved in the last quarter with 81% of patients likely to recommend our services. The National GP Survey is currently ‘live’ and so it is hoped that this will reflect in the results which are normally published in July. The areas which continue to come up in terms of concerns are: <ul style="list-style-type: none"> a. the time spent waiting for the phone to be picked up, b. the time spent waiting for a clinician to call you in and c. the time spent waiting for a clinician to phone a patient NU recommended that the PPG encourage patients to continue to fill the FFT forms and highlight positive and negative things in the practice to enable WHC continue to improve its service.	Note
4.11	<u>Empathy with Patients:</u> The meeting had a general discussion about empathy and what could be done to address the lack of this with some of the reception team. JA recommended that the complaints be used as case studies and learning tools, staff should take own initiatives. RM felt some patients are just	

	not patient and want things immediately. Training was also discussed.	Note
5.0	Talk by NU – Corona Virus	
5.1	<p>NU commenced by saying that this virus is new and therefore knowledge of it is sparse with no treatment available. Clinicians are on a learning treadmill with the virus. It is a new illness that can affect your lungs and airways and it is caused by a virus called Coronavirus. NU asked the PPG of their understanding of the virus and responses included:</p> <ul style="list-style-type: none"> a. It affects the elderly b. It affects those with respiratory conditions c. It can be caught on buses and therefore patients should wear gloves d. It affects people with underlying health diseases 	
5.2	Personal hygiene should play a bigger part when educating school children. It plays a big part in infectious diseases and parents should educate their children not leave it solely to the schools	
5.3	The Virus should be explained better in the messages going out to the public. This is not being done by the government or the councils. People are not washing their hands before putting food in their mouths.	
5.4	There ought to be more alcoholic wipes and liquids around the community, surgeries and public areas to be used.	
5.5	With reference to WHC it was agreed that a sign would be placed next to the hand sanitizer which is now located in the waiting room as you approach the reception counter instructing every patient to use it. This notice should run concurrently on the large TV screen.	
5.6	<p>NU agreed with the PPG stating that indeed there should be more advertisements on how the virus is spread as this is more likely to stick. She explained that different strains of the virus are transmitted by droplets and touching. She advised that people should keep hydrated and wait for your system to fight the virus. WHC will be writing to all its vulnerable patients.</p> <p>NU distributed a paper on Corona Virus which covered its symptoms, risk to travelers, how it is spread, its treatment and the current situation worldwide. NU mentioned these 3 main points:</p> <ul style="list-style-type: none"> 1. Own a thermometer and regularly take your temperature 2. Drink Loads of water 3. Maintain good hygiene levels <p>The PPG found the talk very constructive and informative.</p>	Note
5.0	AOB	

	NTR	
6.0	Date of Next Meeting	
6.1	Monday 07 September 2020 Time: 6:30pm Venue: Woodlands Health Centre	Note

PPG FUTURE MEETING DATES: (First Monday of every Quarter)

DATE	DAY	MONTH
07.09.2020	MONDAY	SEPTEMBER
07.12.2020	MONDAY	DECEMBER
01.03.2021	MONDAY	MARCH
07.06.2021	MONDAY	JUNE