

Patient Participation Group Minutes 25th January 2024 (18:00 - 19:30)
Chrisp Street Health Centre

Attendees: Patient Participants: Evelyn, Pat, Carol, Michelle. Apologies: Aatur.
Practice staff: Lucy Dogley-Darani - (Reception Manager and Head of patient experience). Dimitar Pisanov - Deputy Practice Manager. Dr Shamira Bhikha (GP Partner), Rhys (New Patient Care Co-ordinator starter)

Minutes from last PPG reviewed (Sept 23)- no comments, all agreed

Powerpoint presented by Staff: to give updates within the practice (Please see attachment).

Evelyn (patient) keen to highlight - CSHC overall DNA rates in Aug 23 equated to 2 weeks of lost clinical appointment time.

Suggestion: To be flagged up on next practice newsletter - what the DNA rates cost the surgery and patients alike in lost appointments.

PPG members keen to clarify practice route of communication with patients who lack digital and telephone access?

"What if you issue a SMS with a link to complete a form - what if patient cannot open link?" How do they complete the form then?

" What are GDPR implications if someone else (friend or family or carer) does it on their behalf?"

Practice staff explained: we do have a practice policy in this domain

Action Agreed: Carole Lysford to attend as invited guest to next PPG where she can address queries directly with PPG members.

We discussed routes of submitting formal feedback to practice on patient experience:

Friends and Family test - PPG members raised concern they did not feel questions were fair. For instance: You may be very pleased with your GP surgery, but because you have no friends or family living close: I would select "no", if it asks would I recommend my surgery to family and friends? They felt would reflect unfairly on the practice in this circumstance.

Explains questions devised by NHSE, cannot be amended by the practice. Any feedback to relay to NHSE.

Outcome agreed:

PPG members will try surveys

PPG recommendations regards First Contact Practitioner (FCP) role:

We re-advertise FCP role in upcoming practice newsletter
What conditions FCP assess?
Reception staff have a list of what she deals with.
Needs to specify next steps during consult: as one off appointment.

PPG feedback on Quality of Consultations

"We do not like to be told go back to your own doctor" i.e. book another appointment to discuss our original concern. We then have to wait another 2 weeks after waiting 2 weeks already. Very frustrating. If that is the case - GP should book the Follow up for us"

Outcome Agreed:

Practice staff to be educated to try to refrain from above messaging unless absolutely necessary clinically. IF clinician can address something (regardless of their patient or not - to address). patients keen to highlight their frustration in this regard.

Duplicate of contact - agreed by practice staff and patients alike - reduces appointment use effectiveness.

PPG members expressed very keenly - they prefer to see their named GP, not another GP. PPG members expressed they like and value personal list system held by GPs at CSHC.

Dimitar Pisanov (Deputy Manager) discussed staff safety concerns within reception/waiting room area. He explained the provisional plans being considered for installation of toughened transparent safety glass.

PPG members voted in favour of proposal - they recommend following be taken into consideration:

Gap to pass documents

No posters covering them to reduce visibility

Short people

Wheelchair users engaging with reception staff - low level desk

Danger: call police

We discussed Tower Hamlets Carers Centre are having an open drop-in day at Newby Place

PPG member frustrations:

They won't see carer IF patient NOT living in Tower Hamlets

Excludes and marginalising a whole society not registered with carer centre

Newby place railings or externally on building - To place advertisement banner

TV advertisement of event in CSHC waiting room

CSHC to relay PPG feedback to Ghislaine to relay to carers centre. Patients not satisfied with exclusions policy in terms of accessing services.

PPG members discussed patient frustrations with repeat medication prescription issues

Dr Bhikha **discussed NHS app**, encouraged PPG members to download and use, allows them to independently request 24/7. Desktop version available if cannot download App. PPG member Michelle Hanson explained to fellow members it is useful and why.

NEXT PPG meeting date: Monday 22.4.23 13:30pm face to face meeting

PPG alternates evening and afternoons - quarterly - PPG members request.

New patient members always welcome

Practice will continue to advertise - newsletters, TV and LED screen banner in waiting room and website.