

PLAS MEDDYG PATIENTS PARTICIPATION GROUP MEETING
7pm, Tuesday, 25th July 2023
Minutes

1. Apologies for absence

None.

2. Attended

Ann Watson (AW)
James Green (JG)
Mark Burgess (MB)
Mick Downs (MD)
Mike Tindall (MT)
Muriel Simmons (MS) (Chair)
Pam Garofalo (PG)
Sandra Gilliard (SG)
Susanne Walsh (SW)

3. Welcome to new member

MS introduced and welcomed Pamela Garofalo and the Committee introduced themselves.

4. Minutes of last meeting

23rd May 2023 – approved.

5. Matters Arising

5.1 Public Liability Insurance for focus groups meeting at the church – MB confirmed the insurer is covering this. Closed.

5.2 MD – any update on eConsult? MB, supported by SG, JG and MS, confirmed there had been some confusion with the communication of the procurement process. Patient Access will continue but will include features of eConsults. JG – is there any benefit to there being another system? MB - It will standardise the system used in SE London as currently all practices use different ones. MS – any date for go live? MB – it should have been a few weeks ago!

6. Report on Menopause Meeting

MT reported an excellent event was held in the Marriott Hotel a few weeks ago which was well attended. MT and MB confirmed the first specialist speaker was outstanding. 'Plas' is keen to keep informal connections with other PPGs so all can share in these events – other PPG Chairs agreed. MD – are the good messages given by the specialist speaker likely to be passed on? MB said it was unfortunate a lot of clinicians who were invited were not in attendance to do this, but may have already signed up to the speaker's network.

MT – if clinicians had been present to hear the questions that were being asked this would have been useful.

AW – was the meeting minuted? MT – there were notes taken and slides distributed but these did not bear much similarity to the actual content and it was not clear if formal minutes were taken.

ACTION: MB to check if the Menopause meeting was minuted.

7. Surgery Update

MB provided the following updates:

Surgery News

- *Dr Allam leaves us on 01.08.2023 to continue his training in other placements.*
- *Two new Registrars will be joining us on 02.08.2023 – both at the beginning of their GP training. Dr Indre Marciulynaite (under Dr Stokes' supervision) and Dr Adam Morfakis (under Dr Ralf)*

Sustainable Transport

We have been approached by SusTrans, a charity making it easier for people to walk and cycle. They are encouraging NHS staff to complete more journeys on foot or on bike so you may see more of Plas' staff commuting or carrying out home visits by these modes of transport!

GP Practice Survey

In January of each year the NHS commissions IPSOS to send out a survey to patients, the GP Patient Survey, with the results published in July of the same year. The survey was this year sent out to 299 patients with 128 responding. Results in Appendix 1.

Comments: Discussion around the results. MD – is there a way of better managing expectations on the website, e.g. for appointments? Comments that of around 6,000 patients, 129 responses makes it difficult to gauge if there really is an issue. SG noted that comparison with 2022 is also difficult as different people were sampled in 2023 so opinions and “tolerance” levels would differ. JG asked about Plas compared to other practices – MB confirmed our PCN is top and within the PCN we are 2nd of the 4.

Speaker from the ICB

My contact is still trying to find someone to speak at one of our meetings, but Muriel seems to have managed to progress this further and is now in contact with someone who may be able to help with this, plus reinstating the support for PPGs that used to be in place.

Comments: Discussion around the lack of transparency of the ICS's functions, payments and how they prioritise work, plus the challenge of getting a response about these issues. MB confirmed his contact, Patrick, is the Bexley Comms and Engagement Manager.

8. Membership update

MS – two more people are interested in joining the Committee, Eunice Kirby and Francesca Saunders. If they join, this would make 11 PPG Committee members (maximum is 12). Do we continue recruiting? Committee agreed to invite Eunice and Francesca and review the situation in a year.

Virtual members (VM) had fed back that they do not feel engaged – due to the nature of approving minutes at the next meeting, by the time they are sent to VMs they are 2 months' out of date. Options were discussed e.g. send out draft minutes; email VMs asking if they would be interested in attending as observers.

MS provided 2 drafts of a poster to advertise the PPG. Majority favoured the first draft (the group of people sitting on the grass).

SG – would it help to change the name of the PPG as “Participation” may suggest to people they have to participate regularly/frequently rather than making suggestions and providing ideas when they can/want to.

ACTION: All to think about PPG renaming (if it is appropriate)

ACTION: MS to produce preferred option poster.

9. Focus Group

SW fed back that the first Focus group will look at Arthritis. Emails were sent to relevant patients; 4 patients were interested in attending the group. MS suggested extending the focus group to other PPGs' patients who have arthritis. First meeting is to be held in St John's Church Hall in Hurst Road. If this group is successful then other conditions will be considered.

10. Any other business

- a. SW – When GPs are running late, can the surgery communicate this via a board or similar so people know rather than waiting and wondering. MB thinks the touchscreen check-in may have this facility. There was discussion of the pros and cons of who could update patients, e.g. Receptionists, clinicians or the touchscreen if feasible.

ACTION: MB to review check-in screen for “running late” options.

ACTION: All to consider options for how to communicate clinics running late.

- b. PG - Answerphone message is rather long about SMS. MB will adjust the message.

ACTION: MB to review answerphone message.

- c. MS - 2024 meetings – are Tuesdays fixed? Poll taken for Tue or Wed as preference - Wednesday preferred. MB would like an alternate week in the month if possible as currently PPG meetings are the same day as governance meetings which make it a long working day.

ACTION: MB to send MS dates of governance meetings so MS can plan PPG dates around these.

- d. MT – would the group like a social evening? MT will email the group.

11. Date of next meeting

Tuesday, 26th September 2023.

Appendix 1 - GP Practice Survey

		Generally, how easy is it to get through to someone at your GP practice on the phone?	How helpful do you find thereceptionists at your GP practice?	How satisfied are you with the general practice appointment times that are available to you?	The healthcare professional was good at giving you enough time.	The healthcare professional was good at listening to you.	The healthcare professional was good at treating you with care and concern.	During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?	Thinking about the reason for your last general practice appointment, were your needs met?	Overall, how would you describe your experience of your GP practice?
2023	PLAS MEDDYG SURGERY	51%	88%	47%	88%	88%	91%	90%	90%	78%
2023	ICS	48%	80%	50%	81%	83%	81%	92%	90%	67%
2023	National	50%	82%	53%	84%	85%	84%	93%	91%	71%
2022	PLAS MEDDYG SURGERY	62%	90%	46%	72%	77%	76%	91%	94%	75%

Red and Green are comparing 2022 and 2023 for Plas