

**Patient Participation Group Meeting Minutes**

**4th Meeting**

Saturday 26th November 2016

**Present:**

**Practice representatives: Dr Hussain, Zoubia Hashmi- PM, Zainab- Receptionist, Naheema Qureshi- Assistant PM/ PPG Secretary, Abdullah Maynard- Lateef Project**

**Patient representatives: Brenda- PPG Chair, Gulbano- PPG Vice Chair, and SK, FK, 5 patients (need consent)**

**Apologises: Ashgan Ali, 10 patients were unable to attend**

|  |  |  |
| --- | --- | --- |
|  | Items | Actions |
| 1 | Welcome and Introduction  We have 5 new members who attended today.  Introduced Brenda- PPG chair- she was elected at the last PPG meeting and Gulbano- PPG Vice chair and Naheema –PPG Secretary.  20 patients were expected to attend. It is difficult to get patients to attend PPG.  New members of the PPG would like more information regarding PPG meetings. More posters, text message sent to all patients regarding updates.  SK- is a teacher and their school sends text messages to parent/ guardians with updates. | **SK- to provide details of the text message service.** |
| 2 | Pearl Medical Centre  Surgery has been here for 15 years now. Practice was only supposed to be at this location for 3 years. We now have roughly 10,000 patients.  Practice pleased that at the moment we have 3 female GP’s.  We also have the Lateef’s project, which is faith based counselling. We had a lot of Asian women who were going through domestic abuse and depression. These patients were frequent attendees. They were then referred to lateef project which has made a great difference to patient’s health.  We are also working with Livingstone House- which is a Christian Charity. John Hagan is responsible for the charity. He works with patients who are alcohol or drug addicts. They offer a detox programme and support patient’s long term with their addiction. |  |
| 3 | Purpose of PPG meeting is to support the patients and the practice. Discuss how to face challenges in the NHS. |  |
| 4 | Appointments  PPG discussing appointment system.  According to our list size- the practice offers 3-4 extra GP sessions per week, this equals to 12 hours of extra GP appointments. We also have nurse practitioner and prescribing pharmacist appointments on top of the GP sessions.  In this area the demand is very high. The NHS average a patients attends the GP practice 4 times a year. This practice the average consultations are 10 per year. Some patients come in up to 58 times per year. The demand is very high and the funding is low. |  |
| 5 | Waves of immigrants  First wave of refugees were Afghan refugees, then Somali refugees and now the area is having a wave of Roman Romanians. Due to language barriers, each appointment an interpreter needs to be booked and then each appointment is longer. Each appointment is 10 minutes. The Romanian clinic appointments are 15 minutes each. Roman Romanians are the most deprived in Europe.  68% of our patients English is not their first language. Romanian patients have high Hepatitis B positive – once diagnosed, then the practice then needs to refer and test all the family.  Also when Romanian patients have an appointment the whole family attends. The Patient, then their partner and their kids and an interpreter. |  |
| 6 | Close list size?  Dr Hussain discussed the option of closing the list. If that’s what the patient want.  PPG have discussed and agreed that the list should not close as patients who live nearby should be able to register with a surgery close to their home. | **PPG all agreed not to close list.** |
| 7 | Many health visitors have left, midwives, locums and supervisors have left. The demand in this area is very high, which can become very stressful and many staff have left.  Health visitors average case load is 350 patients but in this area each health visitor have 700 patients per health visitor. |  |
| 8 | Patient surveys  Last survey completed in September 2016. The overall score has increased to 73% (72%: June 2016 & 70%: March 2016). Previously, the main area of concern had been around telephone access, this has now shown an improvement and the score has increased to 57% (56%: June 2016), which now meets the national mean.  Feedback on new appointment system  New appointment system is working really well. The lines are less congested and patients have more options to book appointments. Has worked really well for all groups of patients. Need to offer more online appointments |  |
| 9 | **Getting the community involved**  Diabetes is a major problem in our community. We have 589 patients with type 2 diabetes and over 200 pre-diabetes. Which higher than other parts of the UK. Patients need to get more involved- change diet and exercise.  **FK** is a diabetic and also her 4 children. She has made lots of changes living with diabetes.  Farida wants to help the community with these changes. Have a Saturday clinic and help patients to make little changes which make big difference with their diet. Also Shazia will arrange patient walks.  Gulbano also volunteering to help on Saturdays. If patients need help filing forms, arranging walks and any paper work to support the community.  How can we support each other?  Community needs to interact with each other. Help your neighbours. If you have elderly neighbours help them with shopping, offer to take them to appointments.  NESTA  Is an independent charity that works to increase the innovation capacity of the UK.  The organisation acts through a combination of practical programmes, investment, policy and research, and the formation of partnerships to promote innovation across a broad range of sectors.  Nesta was originally funded by a £250 million endowment from the UK National Lottery. The endowment is now kept in trust, and Nesta uses the interest from the trust to meet its charitable objects and to fund and support its projects. | **FK to host Saturday clinics ‘Diabetes Awareness Groups’ living with diabetes’**  **Try different recipes, walks, how to look after your feet’s.**  **PPG to research on NESTA and how they can support the Practice and community.** |
|  | **Next PPG date to be confirmed** |  |