

## Patient Participation Group Meeting Minutes

### 15<sup>th</sup> Meeting

Saturday 11<sup>th</sup> January 2020

**Present:**

**Practice representatives: Dr Hussain (AH), Zoubia Hashmi (ZH), Taiba Farooq- Senior Admin & PPC Secretary, Shifa Habib – Administrator, Zara Jabbar- Receptionist**

**Patient representatives: FK, WA, SR, RU, MI, NA, SW, ZA, RH**

**Apologises: 11 Patients**

	Items	Actions
1	<p><u>Welcome and Introduction</u></p> <p>AH- Welcomed and thanked everyone for attending the PPG meeting.</p> <p>These meetings give practice staff and patients the opportunity to share decision making and keep each other informed of important updates.</p> <p>Again, many patients were unfortunately unable to attend today.</p> <p>We need to encourage more patients from all backgrounds and all ages to join the patient participation group PPG.</p>	<p><b>Continue to encourage patients to attend PPG meetings. Give out information slips regarding the date and time.</b></p>
2	<p>Practice Updates</p> <p>AH- Informed that we are nearing the end of the flu season and staff are still trying their best to push the flu vaccine. Help from PPG members is needed to convince and explain the benefits of having the vaccination to our elderly and at risk patients.</p> <p>FK- Has discussed the importance to family members, especially those who have asthma and diabetes.</p> <p>ZH- Stated it is the final push. All patients that have declined will receive one final invitation and will have a chance to speak to the GP if any concerns.</p> <p>Also informed of the National GP Patient Survey being posted out. Explained that our uptake is always low,</p>	

	<p>which results in data that is not meaningful. In light of this, the surgery will be conducting its own patient survey in February 2020.</p> <p>AH- Invited the PPG members to attend the surgery to help and assist patients filling out the internal survey.</p> <p>TF-Explained that majority of patients have language and literacy barriers which make it difficult to get a high response.</p> <p>ZH- Informed that it is our duty to enable our patients to be included in feedback collection. All suggestions and data from our patients is valued.</p> <p>FK + RU – Agreed to attend to help patients filling surveys.</p>	
3	<p><b>Appointment System</b></p> <p>ZH- We are having an issue with the pre-bookable and online appointment system. There are a lot of patients being pre-booked for the week ahead for a GP appointment. However, they then fail to attend the appointment. This is a huge waste of NHS resources and unfair on other patients. Also, there are patients who take advantage of the online booking service by arranging appointments for several family members on a weekly basis.</p> <p>RH – Patients should be limited on how many appointments can be booked online.</p> <p>TF- Explained that unfortunately it is not possible to limit appointments booked online as each patient has their own account, so will show as they have only booked one appointment. However In reality, the parent has booked 4 or 5 patients on different days during the week. We do call and inform the patient and restrict the online access if they do it again.</p> <p>FK- Suggested that patients can be reminded for pre-bookable appointments.</p>	

	<p>ZH- Explained that patients receive text reminders prior to the appointment. It takes up too much of admin time to call and remind for GP appointments, as they are already confirming nurse and HCA clinics.</p> <p>AH- It is draining too much time and effort. If you look at the system, this has been an ongoing issue. At this moment in time, the pre-bookable appointments should be stopped for the time-being and online appointments should be limited.</p> <p>SR- Agreed. Stated that it makes sense for the surgery and 6-8 appointments will become available daily, increasing capacity for patients.</p> <p>All PPG members in attendance agree.</p>	
4	<p>Uptake</p> <p>AH- We are coming to the end of our QOF year. There are many patients who have not attended for their reviews. Despite the staff calling patients many times, patients are not interested.</p> <p>This is especially prevalent in patients that are due for smear tests and immunisations. Patients seem to cancel last minute, do not attend their appointment or refuse altogether.</p> <p>ZA- It is difficult to convince patients to come in for reviews.</p> <p>ZH- Especially as we are based in inner city Birmingham, it makes it even more difficult to bring patients in.</p> <p>SH- We have to explain the importance and even ask the nurse or GP to explain the importance in order for patients to come in for a service that is for their own health and benefit.</p> <p>ZH- Due to our location and population, unfortunately there is a lack of education. There are many culturally</p>	

	<p>taboo subjects such as FGM which can also affect patient care.</p> <p>FK- Language barrier also plays a part, especially for those patients who have recently entered the country and do not understand our healthcare system.</p> <p>ZH- Staff can speak different languages and the patient is transferred to the appropriate person to help them understand.</p> <p>AH- It is our job as a community to raise awareness of attending reviews and ensuring we are up to date with immunisations.</p>	
5	<p>Wuhan</p> <p>AH- There has been news of an uncertain virus similar to pneumonia going around in Wuhan. WHO (World Health Organisation) are dealing with the outbreak.</p> <p>Hopefully this will be contained and this will not affect us. There will be ongoing news reports regarding this.</p> <p>NA – Has seen this on the news and is concerned about the seriousness.</p> <p>ZH – Explained that there are no confirmed details yet and we should stay update on what is happening. In the case that it does affect us, there will be protocols and measures put in place to protect us.</p>	
	Next PPG meeting in 3 months	