**Kenton Clinic**



Patient Participation Group Meeting (PPG) Agenda & Minutes of the Meeting – Tuesday 25.7.2023 @ 2:00pm

Welcome

**Attendees:**

Dr. Peter J David (PJD) – Senior Partner

Mrs. Nilma Makwana (NM) – Practice Manager

Mr. Ralph Adam (RA) – PPG Chairman

Mr. Hassan Petker (HP) – PPG Member

Mrs Nicky Delderfield (ND) – PPG Member

**Apologies:**

Mr. Dilipkumar Patel (DP) – PPG Member

Ms. Valerie Skerritt (VS) – PPG Member

Ms. Leslie Johns (LJ) – PPG Member

**Consent Agenda & Time slots:**

1. Provision of new services
2. Compliments received on our website
3. Complaints
4. Significant events
5. Any questions from PPG Chairman and Members of PPG

**Discussion**

**Welcome**

Dr. PJD welcomed all members of PPG to the meeting. Dr. PJD stated that we have received the apologies from the above listed PPG members.

**Meeting with Chairman**

Dr. PJD stated that the PPG Chairman requested a meeting prior to today’s meeting which was scheduled on 13.7.2023, where Dr. PJD, NM, NRM and the PPG chairman attended.

The chairman had some concern which were address. He carried out a survey in Kingsbury with few of our patients whose feedback were not complimentary.

This matter was discussed with Dr. PJD who stated that sometimes it is very difficult to meet the demand of patients. We have 10 minutes’ appointment and they come with 5 problems during appointment, when asked to book another appointment, the patients get upset. Dr. PJD works 7 to 9 sessions a week and he also kept the surgery open on weekend and bank holiday all through winter until Easter to ease pressure on NHS A&E as well as supported patient from waiting long hours in A&E.

**Provision of new services**

***Referral to Community Pharmacist*** - Dr. PJD stated that we have a new service where we refer patients to pharmacy for minor illness. The patients are triaged by the receptionist who are well trained to signpost patients to the right service.

***ECG and 24 Hours BP monitoring*** - NM stated that we now offer Electrocardiography and 24 hours BP testing in the surgery where we invite all those patients who are suffering from Diabetes and Hypertension and did not have an ECG in the last 12 months and all new hypertensive patients are invited for 24 hours BP monitoring test to detect any abnormality of the function of the heart.

Mr. HP asked NM how 24 hours BP works. NM explained that we invite patient to come to the surgery and 24 BP machine is then put on their arm. The patient keeps that machine in their arm and sleeps with it and comes next day same time to remove the machine. The data from the machine is then uploaded into patient’s record for doctors to review.

**Compliments received on our website**

Dr. PJD stated that we are one of the best practice in Harrow. He has higher detection rate for Diabetes, Hypertension and cancer.

Patients are encouraged to give feedback about the provision of our service on Kenton Clinic NHS Website which is overlooked by NHSE.

Every month CQC displays a comment of our website that there is no inspection required at present as they have not found any evidence that suggest the requirement for an inspection.

**Complaints**

Dr. PJD stated that we had 1 complaints 2 weeks ago from a patient’s husband who was not happy with the care that we provide to his wife as she is losing weight constantly and the GP is not providing any treatment.

This complaint was taken by NM over the phone and Dr. PJD phoned the patient the same day and scheduled a face to face meeting with patient and her husband the next day.

Dr. PJD invited ND to join the meeting as patient advocate. Dr. PJD provided a text book care to this patient. After she came from India in April,23 she has been constantly losing weight since April the patient is seen every 2 weeks in the clinic by the GP. All tests were carried out – no abnormality were detected.

Once she came to see Dr. PJD and husband stated that she is going through Psychotic symptoms. Dr. PJD asked husband to take patient to A&E immediately where she was admitted and more test were carried out and no diagnoses were confirmed.

ND stated that she has listened to patient’s husband and Dr. PJD’s statement and the evidence that were presented during the meeting which showed that the practice has done absolutely everything that it could. Patient’s husband made this complaint under stress of seeing his wife losing weight which was understandable and the patient’s husband also apologised to Dr. PJD and NM for making this complaint but does not know what to do.

This complaint was resolved amicably.

**Significant events**

No significant event has been reported this year.

**AOB**

**Change of Practice Manager**

Dr. PJD stated that we have had a significant change in our practice where Naina Sodha resigned and Nilma Makwana has taken over as a Practice Manager who by Qualification is a certified Practice Manager. We have been extremely busy since April,23 as we have changed the way we work now. We emphasis on patients whom we have not seen them in the surgery for a long time and try to carry out full tests to ensure they are keeping well. When patients turn 40 years we invite them for NHS health checks to identify if they are suffering from Hypertension or Diabetes.

**New Administration staff**

Dr. PJD stated that we have employed 2 new staff – Health Care Support Worker and the receptionist to support the Practice Manager.

**Increase in list size**

NM stated that we are rapidly increasing the list size. Approximately 100 patients are increased every month after the deductions. Dr. PJD stated that he is finding quite challenging with online registration as before he use to interview every new patient who registers to understand the expectation of patient and the provision of care required. Now it’s impossible to interview 100 patients a month.

RA (The chairman) stated that he was very impressed when he saw a notice in patient waiting area that we welcome patient registration and it’s not mandatory to provide proof of Identity or proof of address – This is the requirement for becoming a “safe surgery”.

**Financial status of the practice**

Dr. PJD stated that we are very fortunate that we have no debt. We are 11 practices in our Primary Care Network and our practice is recognised to be the best in PCN and we believe that we are giving good service to our patients.

**New service**

Dr. PJD stated that in September,2023 we will be starting a new service for Ear Micro suction – this is for patients whose ears are inflamed and has ear wax to remove. Dr. PJD has got a full day training on 9.8.2023 and we will then be purchasing a Micro suction machine and will be offering this service throughout our PCN patients.

**Newsletter**

Dr. PJD stated that we are finding it difficult to create quarterly newsletter and to publish it on our website.

Mr. HP (PPG Member) offered his help in this initiative as he is a publisher by profession and has got contact of people who can assist in this project and will let us know.

**Replacement for Dr. Kumar**

Mr. HP (PPG member) asked If we have got a replacement for Dr. JN.

Dr. PJD stated that we have got female Physician associate who undertakes all the Gynaecology problems of patient as well as seeing other patients.

Dr. PJD stated that we also have a Pharmacist who runs audit of poly pharmacy and medicine management including medication review.

**Patient Champion**

ND (PPG Member) asked if it is a good idea for her to become a “Patient Champion”. Following the above mentioned complaint. She stated that it will be good idea to put her name and Telephone number on the website as well as on the notice board at the reception. So if any patient has any problem with the provision of service at Kenton Clinic she can be contacted and then she will organise a meeting with the practice to discuss patient complaint in detail. This will save practice time in managing the complaints.

Dr. PJD, PPG Chairman and other member of PPG agreed to this initiative – NM to implement.

**Walky Talky Club**

ND asked if this club can be restarted where patients get together for a short walk. Dr. PJD agreed and asked ND to please go ahead and start the club and the practice will support her in this initiative. The Chairman of PPG and members of PPG agreed to this initiative.

**Stress Management**

The PPG Chairman asked if we could initiative a children gathering event where we could provide children with education on “how to control stress during exams”. Dr. PJD agreed and stated that he will look into it.

**End of the meeting**

Dr. PJD thanked the PPG chairman and the members of PPG for attending this meeting. The next meeting will be scheduled in October,23

Minutes taken by Nilma Makwana