**Kenton Clinic**



Patient Participation Group Meeting (PPG) Agenda & Minutes of the Meeting – Tuesday 26.10.2023 @ 2:00pm

Welcome

**Attendees:**

Dr. Peter J David (PJD) – Senior Partner

Mrs. Nilma Makwana (NM) – Practice Manager

Mr. Ralph Adam (RA) – PPG Chairman

Mr. Dilipkumar Patel (DP) – PPG Member

Miss. Nidhi Riteshkumar Mehta – Healthcare Support Worker

**Apologies:**

Ms. Valerie Skerritt (VS) – PPG Member

Ms. Leslie Johns (LJ) – PPG Member

Mr. Hassan Petker (HP) – PPG Member

Mrs Nicky Delderfield (ND) – 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 has requested protected time with Practice Manager one week prior to the PPG meeting to discuss any initiatives or suggestions that the Chairman may have and would like to discuss this with the Practice Manager before presenting it to other PPG members.

NM states that she is quiet a busy person and the best time to discuss anything related to practice is during PPG meeting. DP put forward a suggestion if it is possible that the practice invite members a month before and ask if there are any suggested question that needs to be discussed is sent via email. NM agreed to this and mentions that a nominated member will take this task on-board.

The Chairman asked if we had any locums in the practice. Dr. PJD stated that almost for last 20 years we had no locums employed in this surgery. Dr. PJD stated that we have recently employed a lady Dr who works as a locum on Monday Mornings and Wednesday evening and he is struggling to get the best out of her. The chairman (RA) shared his opinion about locum not having great experience in treatment patients. Mr. DP shared his opinion about locums some being great and some not very confident.

Chairman asked how we manage patient’s feedback. Dr. PJD stated that patients are sent an FFT questionnaire during each visit with the consultant and the feedback are collected end of month which are discussed during our monthly practice meeting and are also sent to NHSE every month via a CQRS platform

**Provision of new services**

***Referral to Community Pharmacist*** – NM reported that we refer patients to Community pharmacist when we are fully booked on the day and patients are consulted by pharmacist on the same day and some pharmacist are prescribers as well.

***MEN ACWY*** – NM reported that we have taken this initiative this month to invite all those children from age of 14yrs to 25yrs for their Meningitis ACWY vaccination.

**Compliments received on our website**

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**

None received after previous PPG meeting

**Significant events**

No significant event has been reported this year.

**AOB**

Dr. PJD mentioned that Kenton Clinic will be open on Saturdays and Sundays including bank holiday from 12:00pm -2:00 pm with effect from 1st Nov 2023 to 31st Mar 2024. This initiative has been taken to ease pressure on NHS emergency services as well as patient waiting long time in A&E for consultation.

Dr. PJD reported that he will be starting his Paediatric course in Briton University next month.

Dr. PJD stated that he is planning for Carer’s Christmas Party, where all carers will be invited to attend. We will also invite Harrow Carer Lead and Mayor of Brent to join us.

Mr. DP (PPG member) asks when are we expecting the next CQC inspection and if there is anything he can do to support. NM mentions that we are expecting it soon as its normally done every 3 years and we last had it in 2020

**Patient wait time**

Mr. DP (PPG member) asked about the patient waiting time for getting an appointment. NM reported that at present our waiting time is 2 weeks and we are trying to reduce to 1 week.

**Increase in list size**

NM stated that we are increasing our list size with approximately 70 patients on average a month. Our list size as of today is 3,680.

**Newsletter**

The Chairman asked about writing a newsletter. NM stated that we do not have enough staff who can spend time to write a newsletter. Mr. DP offered his help in this initiative.

**Replacement for Dr. JN**

Dr. PJD stated that we have employed a locum Dr. A who will be working with us on Monday morning and Wednesday afternoon. We also have a physician associate who is fully trained by Dr. David to consult patients. She is well trained with female health problems.

**PPG Forum**

Nm reported that ICB will created PPG Forum where they be inviting all the Chairman of PPG group in Harrow to join the meeting and discuss any initiative that could benefit the patients and the practices.

**Mental health Management**

RA (The chairman) mention if we do anything for mental and physical health of students. NM mentions that we have advertised about talking therapies on our website. Mr. DP (PPG member) mentions if there is anything we can do in terms of mental illness support, as a surgery we can provide screening, support and proper guidance. NM stated that we have a list of 350 patients who have every complaint of stress, anxiety, depression who we have stated screening them and identifying patient who are suffering from Severe Mental Illness

NM states that we are going to restructure PPG soon and will be inviting new members who wants to join our PPG group. Mr. DP (PPG member) states that if a member is not attending PPG meeting for a long time, we need to find replacement.

**End of the meeting**

Dr. PJD left early due to some surgery work. The meeting was closed by NM. NM thanked the PPG chairman and the members of PPG for attending this meeting. The next meeting will be scheduled in End of February 2024.

Minutes taken by Nidhi Mehta