

Patient Participation Group Meeting (PPG) Agenda & Minutes of the Meeting – Wednesday 31.1.2024 @ 11:00am

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

Ms. Leslie Johns (LJ) – PPG Member

Mr. Hassan Petker (HP) – PPG Member

Mrs Nicky Delderfield (ND) – PPG Member

**Apologies:**

Ms. Valerie Skerritt (VS) – 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.

**Provision of New Services**

**Modern Practice** - Dr. PJD informed that we have signed up to change the way we deliver patient care from old fashion style to Modern style.

The expectation from NHS for Modern Style Practice means that most of the patient care will be delivered remotely via online apps or telephone system this will led to few face to face appointment requirement from the GP.

This means that we will have to promote this service to patients and to also have enough resources in term of staff to deal with online request where patient can send us their written health problems, request for sick note, prescriptions etc, that will then have to be triaged and actions should be taken accordingly.

**Uptakes/ Compliments**

NM stated that we are the highest performing practice in the below services that we provide:

Bowel Cancer screening

Cervical Smear screening

Breast Screening

NHS health Checks

Tuberculosis screening

Mr. LJ asked how did we managed to get this uptake. NM stated that we have a robust system of inviting patient screening regardless they are receiving invite Nationally. We follow up with patients who have not attended and educate them on the importance of taking the screening test.

**Supporting PCN**

Our Primary Care Network that is Harrow Collaborative Network consist of 10 practices. NHS provides us a list of services that we need to deliver as a PCN and if we meet the target required then the practice get paid.

This year we have fully achieved all our PCN targets given to us but unfortunately the other practices in PCN has not been able to achieve their assign targets thus we as a PCN were not able to meet overall PCN target.

The Clinical Director approached us and asked us to help and support them to improve their PCN overall target.

We have taken over this Pilot project to support PCN to achieve their overall PCN performance.

Mr. HP – asked how does this PCN initiative benefits patients?

NM stated that the practices that are under performing means that they are not able to deliver the care that the patient requires on timely manner. This initiative will help practices not just to achieve the performance required but also it is benefit to patient as the patient care will be delivered promptly.

**Increase in Practice List Size**

Dr. PJD stated that over the last 8 months we have increased our practice population list by 21%.

We have an accurate list of patients which enables us to achieve the target given to us.

Any patient whom we have not been able to contact, we send them “unable to contact letter” that informs patient that they need to contact the practice within 30 days and if they fail to contact us then they will be removed from our practice along with their family. Unresponded patients will then be deducted after 30 days whom we call “Ghost Patients”

Mr. HP asked if there is any cap for the patient list.

Dr. PJD stated that at present we have enough resources to deliver care to the population we are registering at present. No cap is determined at present.

**Data and System Back up**

Mr. LJ asked what back up system is in place to deliver service in time of system breakdown.

NM stated that we have a backup tape of all information that is in our system every day which is closely monitored by NHS ICB IT Team.

In terms of phones – our phones are operated through internet and in time of breakdown, we have mobile phones that will be switched on and patients call will directly be answered through mobile phone provided by the telephone system provider.

In time of electricity, gas breakdown – we have a Bible (Information file) in the reception office where we have all the contact details and process written that any staff can follow during breakdown.

During breakdown, all our vaccinations will be safely transported to a company that we have a contract with to safely store the vaccine at the temperature required.

**Closer of a claim**

We had a claim last year from a patient who was 16-year-old and was diagnosed with spinal Tuberculosis.

Northwick Park Hospital, and 3 GPs from Kenton Clinic were involved.

After full investigations, it has now come to a conclusion that they have not found any evidence that illustrate that there was any negligence in the care that we have provided to this patient and Finally this case has been closed.

**Survey**

Dr. PJD mentioned that he has received an email regarding the NHS survey that was carried out recently and our practice rate for service deliver is rated to 82%.

**Walky Talky Club**

Mrs. ND was pleased to inform all that finally she has managed to kick-start the patient “Walky Talky Club”. There are 4 patients who has joined this club and goes for a walk on every Wednesdays at 10:00am for 1hr. They start walk from Kenton Clinic to the nearest park.

Dr. PJD thanks ND for taking this initiative forward and asked if she requires any support from us.

ND stated that at present she is doing well and will let us know if she requires any support.

We will put a poster in waiting room to promote this Walky Talky Club

**Xray Results Waiting Time**

Mr. DP raised this concern about the waiting time for Xray results from Northwick Park Hospital as they have now increase up to 6 weeks wait.

Dr. PJD has asked Mr. DP to send NM an email and we will discuss this with the ICB to improve their Xray results deliver time.

Staff

Dr. PJD stated that We have Physician Associate who is employed by PCN and she is well trained to provide care to female related problems.

We have Dr. AI who works 2 days a week and we have employed 2 more Admin staff to support the Practice Manager.

**End of the meeting**

Dr. PJD thanked all members for attending the meeting

Minutes taken by Nilma Makwana (31.1.2024)