



Patient Participation Group Meeting (PPG) Agenda
Tuesday 30.04.2024 @ 10:00am
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 (Virtually)
Ms. Leslie Johns (LJ) – PPG Member
Mr. Hassan Petker (HP) – PPG Member
Mrs Nicky Delderfield (ND) – PPG Member
Miss Nidhi Riteshkumar Mehta – Healthcare Assistant
Mrs. Zeel Thakkar – Healthcare Support Worker

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

KENTON CLINIC
Actions assigned at previous
PPG Meeting on 30.04.2024

S/N	Action Assigned	Assigned To	Remark
1.	Present all negative comments in the PPG meeting	KC member	Assigned in April, 2024 PPG Meeting
2.	To have RAG System in place	KC member	Assigned in April, 2024 PPG Meeting
3.	To have notice board in waiting area displaying clinic's for the day	KC member	Assigned in April, 2024 PPG Meeting
4.	Staff to wear badges in the practice	KC member	Assigned in April, 2024 PPG Meeting

Discussion

Welcome

Dr. PJD welcomed all members of PPG to the meeting. Mr. DP attended the meeting virtually via video conference.

Provision of New Services

Chairman of PPG – Mr. RA announced his resignation from the post of Chairman of Patient Participation Group due to personal reasons. PJD thanked Mr. RA for his leadership for last 3 years and mentioned that his skills have helped to improve the running of practice. Dr. PJD requested Mr. DP to take the responsibility of the group as a Chairman. Mr. DP thanked Dr. PJD for offering the position and accepted the position as a Chairman of PPG for. Mr. DP mentioned that he is honoured and delighted to be a part of a well-run surgery. Dr. PJD mentioned that this PPG has supported the running of clinic and stated that all the members including the chairman will be regularly updated with any new service being introduced.

Mr. DP apologised for not attending the meeting in person due to his hospital appointment.

Uptakes/ Compliments/Complaints:

Dr. PJD stated that we have heard from ICB that out of 200 practices, our practice have performed exceptionally well in 3 treatment targets (HbA1c, Cholesterol and Blood Pressure) in diabetes and we were asked to make a presentation on how we achieved these target.

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

- Bowel Cancer screening
- Cancer detection
- Cervical Smear screening
- Breast Screening
- NHS health Checks
- Tuberculosis screening
- 3 in range for Diabetic Patient
- Lowest in antibiotic prescription

Mrs. NM states that there were no serious complaints received from patients in the last quarter and overall our performance on Google improved from 2.4 stars to 3.8 stars.

Mr. DP mentioned that he noticed google reviews going high but there are a couple of negative comments that has not been addressed. He also stated that we should encourage patients to come to us before putting a review on google.

Dr. PJD mentioned that we are developing an approach to reply to all the comments and stated that it is critical to be precise in response as we ignore baseless complaints and at times we answer briefly and appropriately.

Mr. JL requested to present all negative comments in PPG meetings to be part of the agenda which can be discussed further for any improvement. Dr. PJD agreed to the request made.

Mrs. NM stated that we have started replying to all the comments and so far we have been acknowledging all the positive but from now we will respond to negative comments as well.

Mr. RA mentioned that the new telephone system has made it difficult to connect with the reception as there is a long waiting list. Mrs. NM stated that we have now employed a new receptionist and there are 2 receptionists available at all times. Mrs. NM mentioned that we have monitored our missed calls for last 2 months and it has improved significantly.

Increase in Practice List Size

Dr. PJD stated that over the last 12 months we have increased our practice population list by 25% with 3928 patients as of 30/04/2024 and last year in April the list size was 3150.

Service Improvement - Dr. PJD mentioned that with increasing number of patients, the level of care has increased as well. A new patient are invited for a blood test within a week of registering, medications are reviewed and we get previous records transferred into our system so that we do not miss out on serious diagnosis of the patient.

Mrs. NM stated that we see children every day without an appointment that is bringing new families in to register themselves. NM stated that we have started Pharmacy first choice and are referring the patients to the pharmacy if we do not have any appointments available on the day and try not to leave any patient without an appointment.

Dr. PJD mentioned that this initiative has resulted in least number of patients going to A&E and Walk in centres.

Patient Access improvement:

Mrs. NM stated that we refer patient to Pharmacy First, if a patient cannot get appointment with a doctor they can send their request on patches which is dealt on the same day, we have 6 on the day appointments, we have paediatric hub where there are no limits to book the children as they are seen on the same day, we have e-hub clinic for minor ailments and we have 1 weekend GP amongst the entire PCN.

AOB:

Mr. JL requested to have a review of last meetings feedback and outstanding task to be discussed during PPG meeting. All the members of the group agreed with this to be implemented.

Mr. DP mentioned that he is happy to review the minutes of the meeting before its sent off.

Mr. JL asked about the next meeting date to which Mr. DP made a suggestion to send meeting invite over google meeting so the members can send their RSVP. Dr. PJD agreed to implement this and informed that the second PPG meeting will be held on 9th July 2024 at 10:00 AM

Dr. PJD mentioned that with increasing number of patient the level of care has increased as well. A new patient is invited for a blood test within a week of registering, medications are reviewed and we get previous records transferred into our system so that we do not miss out on serious diagnosis of the patient.

Mr. JL mentioned if we have RAG status in our practice. JL explained RAG (Red, Amber and Green) stands for the priority for the task needs to be actioned and same can be applied in the practice for booking appointments and other service. NM agreed to implement RAG status on the service improvement that we discuss in the meeting.

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 6 patients who have joined this club last week and goes for a walk on every Wednesdays at 10:00am for 1hr. They start walk from Kenton Clinic to the nearest park with 1 staff member.

Dr. PJD thanks ND for taking this initiative forward and mentioned that this group brings a lot of goodwill and good health. PJD stated that he encourages patients to join this club during the consultation.

We have kept a poster in waiting room and outside the clinic to promote this Walky Talky Club

X-ray Results Waiting Time

Mr. DP raised this concern about the waiting time for X-ray results from Northwick Park Hospital as they have now increase up to 6 weeks wait to get the report and it is quite critical what will be in the report.

Mrs. NM mentioned that we reported to NWL ICB twice regarding this matter and were informed that all the practices have been going through the same and they are working on it to improve.

Mr. JL mentioned that the same question was raised in parliament as well and that it is now a National matter.

Staff

Mrs. NM stated that 2 additional doctors have started working with us, we have Advanced Nurse Practitioner working twice a week, we have Practice Nurse working twice a week and a Pharmacist who work twice a week.

Mr. RA asked what does a pharmacist do? Mrs. NM stated that a pharmacist carries out medication review and medication optimisation for the patients.

Mr. RA mentioned that the new staff joining the practice is not made aware to the patients. Mrs. NM stated that whenever a new staff joins our website and TV in waiting room is updated with new staff members and newsletter is uploaded on our website every month that mentions about any new service improvement or any new staff

Several PPG members mentioned that it would be easier for the patient to get familiar with the staff name and role is being displayed in the practice. Dr PJD agreed to put a board in the waiting area that will display the clinic's running on particular day. NM mentioned that all staff has got badges with their name and role mentioned on it and will be worn by all staff.

Dr. PJD announced that 5% increment has been given to all staff effective from Apr-24 and if NHS give more than 5% raise we will increase it.

End of the meeting

Dr. PJD thanked all members for attending the meeting.

Minutes taken by Nidhi Mehta (30.4.2024)