

## **Patient Partnership Group (PPG) Meeting**

### **Eastbury Surgery, Northwood**

**Date:** 12/09/2019

**Present:**

Rupal Nathwani (RN):	Practice Manager
Dr Ewa Cumming (EW):	GP Partner
Dr Amanda Shanmugarajah (AS):	GP Partner
Anna Normandale (AN):	Patient Representative (PPG Chair)

**Apologies:** Dr K Johal, Dr C Jenkins

The minutes of the previous meeting were noted to be a true and accurate record. It was agreed they could be put on the practice website.

**Matters arising:** were discussed under the Agenda.

#### **Agenda:**

##### **1. NHS England visit Summer 2019 (RN)**

- a. RN gave feedback on the visit from NHS England.
- b. The PPG had appeared to be inactive since 2015 from the practice website. It was agreed to add the September 2018 newsletter in that section. It was noted there was PPG representation at the March CQC visit.
- c. It was noted there is an open invitation for practice users to join the PPG on the practice website with a form to complete. No applications have been received.
- d. Discussion ensued and the following was agreed:

##### **2. Improving Patient Participation:**

- a. The next PPG meeting will be on 07/11/2019 at 2 pm at the practice, subject to confirmation from Dr Johal.
- b. The date and time will be publicised in the newsletter, and the panel members to be:-  
Dr Johal (Chair)  
Rupal Nathwani  
Anna Normandale  
Practice Nurse Representative  
A Practice GP Trainee
- c. Dr Johal will agree the agenda (input from AN) (RN, KJ, AN)
- d. A poster will be put up in the practice publicising the PPG. (RN & AN)

##### **3. Practice/PPG Newsletter**

- a. Items for inclusion were agreed  
Date, time and venue of PPG AGM  
Call for members to come forward.  
Flu vaccine arrangements  
Childhood vaccination schedule and link to practice website  
Statement on 'Preparing for EU exit and medication' taken from NHS England website, with link to website. The practice follows national guidance in place to prepare for Brexit:

#### **NHS England states that**

**“it is important that patients only order their repeat prescriptions as normal, and keep taking their medicines as normal.”**

For further information please see: NHS England “preparing for EU exit”  
<https://www.england.nhs.uk/eu-exit/>

- b. Current practice staff names and roles (AN).
  - c. Short piece on Primary Care Networks (AN, KJ).
  - d. Short extracts from paper compliments received by practice staff from patients, trainees, medical students, nursing trainees. It was noted that patients are reticent to post compliments on the practice NHS choices website, hence the decision to publish anonymised sections of handwritten compliments in the newsletter.
  - e. High Risk of Diabetes.
  - f. Over the counter medicines.
4. AN and RN to meet on 25 Sept to finalise newsletter, poster, agenda for PPG AGM.

i.

**5. Cybersecurity:**

Short discussion with description from all on cybersecurity, practice compliance and active participation with NHS frameworks. Hillingdon CCG is particularly proactive. GDPR explanation and compliance is on practice website.

**Date of Next Meeting:** PPG AGM 07/09/2019.

AN and RN finalised the newsletter and also discussed the evaluation and reflection on Friends and Family feedback. Points raised are as follows:-

- 89% is extremely likely to recommend the clinician they saw.
- Frequent comments on high quality, politeness and helpfulness of reception staff indicate a change and improvement from previous PPG feedback which is very encouraging.
- The practice has recognised and reflected on staff and clinicians training needs to include upskilling staff on signposting.
- We have taken the minority negative feedback seriously on access to appointments. Patients are able to book more appointments online, and use the Extended Hours Hubs in the evenings and weekends.