



Patient Participation Group Meeting Minutes

Date of the meeting held: Thursday 12th September 2024

Meeting Chaired by: Rachel Bowyer

Attendees: Dr Kuti, Dr Saber, Rachel Bowyer Practice Manager, Silvia, Care Co-ordinator/Receptionist, AW, KA, MW, SC, CL, LR, VG, IL,

Apologies: SF, CF, DF, PB, ER, MW.

Dr Kuti, Dr Saber and Rachel welcome the group.

Key Point Discussed:

Rachel recapped from last PPG meeting, straight to point 8, explaining how the PPG should run, even though we are attending the group it should have a chairperson, chairing the group and where you would like the group to go. PPG cannot be outlined by the practice, but happy to talk about points and anything else. CL, LR and from previous PPG mentioned an interest in being nominated for the chairperson role.

Rachel went on to explain the meaning of the Statement of Purpose (**Our Vision, Our Mission Statement, Our Values**). It was attached to the agenda, and it is available on the website, it is highlighted and will be good to get feedback on the PPG and members of staff, the practice is looking to revamp this. It is a legal requirement for the practice to have Vision Mission Statement and the Values. What impact would you like the practice to achieve/focus on with the Vision Mission Statement and Values. LR asked if this was new, Rachel explained it is new to the practice around 2 years, however the Vision Mission Statement and Values idea has been around 15-20 years for companies.

Rachel went on to say that she had inherited this and looking to make it short and sweet without taking out the values, needs to meet parameters within CQC. Rachel happy to circulate what CQC would like to outline, looking at other GP surgeries and NHS with what their values are, circulate the vision statement to patients and staff for feedback.

A sample box has been ordered to be mounted in the waiting area on Thursday 19th September, this will reduce the queue for patients to dropping off samples, easing the stress and less pressure on reception and dealing with the queue more quickly and efficiently. The box will be covered and will state the time for samples to be dropped off, after the cut off time, the lid will be locked. It will be announced on our website, Facebook and in the waiting area.

Discussion on having a separate PPG board in the waiting area, displaying minutes of the PPG meeting, when our next meeting will be held. Purpose and aims of the group, specific information as long it meets the NHS guidelines, all agreed it is a good idea.

LR asked about having information about the inspection, Dr Kuti mentioned the ICB visit/inspection at the practice on Wednesday 18th September 2024 provided a lot of positive feedback, with an excellent presentation from Dr Saber. The presentation can be sent out to patients. Information and action plan – the areas worked on and still working can be seen all within the presentation.



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Silvia mentioned if patients would prefer sending out PPG invites, PPG minutes, PPG information by text or continue as it is by sending out emails and if no email address held send by post. A reminder will go out Happy to remain the same.

Dr Kuti explained since February the practice started Friends and Family, most patients that come to the surgery receives a message about feedback, the practice gets a monthly tally, report provided at the meeting, also the feedback is available on the practice website see link below, the JX board (TV on the wall) and information board near window in the waiting area. Overall high percentage of patients being positive,
[Friends and Family Test - Church Langley Medical Practice \(clmp.co.uk\)](https://clmp.co.uk)

Dr Kuti went on to say about a survey that is done by CQC every year, which can be a problem as it covers only a small number of patients compared to how many patients are registered at the practice, not providing a good reflection for the practice.

Rachel followed with saying a patient's survey results came out in June for all GP practices, the results normally go out in January and have January - March to respond by, by June data is collated. There were 384 patient questionnaires that went out anonymously, the practice does not know who it goes out to, there was only 29% completion rate on the practice which rated the practice at 65% a good service, compared to our Friends and Family rating the practice at 90% a good service. The practice had done a separate GP patient survey sending out to 3000 patients with a result of 80% good service.

Rachel explained about our new telephone system upgrade in the 3rd week in October, with new functions of call back, peak time report, call drops, how many people calling, loss of signals. LR asked if there were any items that were not completed at the time of CQC visit that are completed now, Rachel explained 75/80% has been completed of the action plan changes to policies, engaged patient feedback, more external surveys, another external survey covering a statement of purpose will be done. There are 115 policies that need to be reviewed, risk registry - building staffing daily functions.

CL asked when the next inspection is. Dr Kuti explained initially it is 6 months after the first visit, however the practice will receive another visit in a month or two with a two-week notice.

There was a mention from SC of prescription orders how good the service is. Rachel explained about our clinical pharmacist who processes prescriptions the same day, there could be peak times that patients might have to wait a day or two. Rachel explained about patients being set up for the electronic automatic repeat dispenser, so patients do not need to come to the surgery, this service is not available to all patients due to medication they are on.

There has been an issue with some patients' pharmacy nominations being changed without their consent, confusing patients where their prescriptions have been sent to, this is not the practice changing the pharmacy. Patients are encouraged to complain to ICB/ICS.

Dr Kuti explained as a one-off prescription can be sent to another pharmacy due to later/weekend openings or if patients are at another part of the country. ICS guidelines for prescriptions is two months. Rachel explained how the online contact works, for safety aspect it is open from 8am to 5pm Monday - Friday for medical issues, it does state to call



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111 when the practice is closed or 999 for emergency, however you can still order prescriptions, admin queries outside these hours.

Dr Kuti explained arranging a simple ballot - get members talking - the practice is revamping the staff room for members with an option for virtual meetings too. Share minutes/newsletter on the CLMP website and link via text.

There will be a new PPG box in the waiting area plus updated information just dedicated to PPG. I can also confirm that the ballot and newsletter is in the process of being done and will be sent out in due course.

The PPG is a representation of collective thoughts and ideas on how to improve a practice through collaboration with patients. We would suggest that any patient with a specific concern contact the practice directly to review this within GDPR guidelines. As a member of the PPG you will have access and insight into the operations of the practice, personal circumstances should not be raised within an open forum, but rather highlighted independently of the PPG meeting in an appropriate manner.

****NEXT MEETING WILL BE HELD ON THURSDAY 5th December 2024 5.30-6.30pm****

Action Plan Agreed:

1. Rachel to send out presentation, and action plan.
2. PPG members to discuss nominated Chairperson.
3. Thoughts, for the next meeting to talk about.