

## PPG MEETING MINUTES

30 Oct 2020

**Chair** Sangeeta Kathuria

**Attending:** Dr Jane Livingston (GP)

Dr Andrew Dharman (GP)

Camilla Newbegin

James Newbegin

Nadia Butti

Victoria Hamerton

Slavia Marantos

Abigail Pearlman

Ralph Petit

Gunar Gessnar

**Apologies:** Collin Sherif

Edith Lambert

Saroj Sethi

Sangeeta opened the meeting to thank all the members for attending the meeting in the new way via zoom. She explained that the zoom meeting will not be recorded or shared with any other party and the minutes will be typed up and uploaded in the usual way

## **COVID AND MANAGEMENT**

Sangeeta discussed the major changes over the last few months due to covid and how the surgery team have embraced these positively. The surgery has had a positive response to the way we have made our changes too. We have started to do online E consults via our website where patients can complete forms that are passed to the GPs to assess and review. We have video consultations and telephone consultations. We can receive photographs of patients as well. We have had several very positive and well managed flu clinics with the clinicians where there has been a one way traffic system in and out of the surgery. Staff has been wearing their PPE as they should. Hand sanitizers have been in place around the surgery. All staff has had antibody covid tests and risk assessments have been carried out for staff and the premises. The surgery has had to cope with many changes in a very short period of time but we have been able to adapt and cope with this very well and thank the patients for changing with us and adapting to the new systems well.

Some feedback from the members was as follows which the surgery team will be reviewing:

NB addressed the issue of calling patients on time and that it was too long a wait to have to wait from 9 – 18.00 for a call back from the GP for a telephone consultation. This is more so for patients who have school runs to do or work etc. and keep missing the call as it's not on a set time with the GP. Adherence to keeping to a timed appointment slot has been a challenge with the doctors and this is something they are going to look into.

AP commented on how she has had positive experiences with the surgery and felt safe when coming in too with the covid restrictions everywhere.

There was feedback that all patients need to be made aware of the online information e.g. the APPS that are available for the patients to use and how to access this. The surgery will be working on this.

## **PHONE SYSTEM**

Sangeeta discussed the current phone system we have in place and the option of making changes to this to enhance the patient experience. She asked for any comments from the members and there were no issues in particular. We have had some feedback from patients that they have to wait too long before their call is processed by reception or sometimes they wait and then get cut off and have to call back again.

The surgery would like to introduce a queue waiting system for when patients call in, and are placed in a queue where they are told how long they have to wait for their call to be answered.

VH has suggested to liaise with her for advice as they are in the process of changing their phone system at their surgery and she can offer some tips or advise.

Our recommendation also includes having a “press the button” system where a patient can press a button to access someone. However AP thought that may not be something suitable for a small practice of our size and more effective in a bigger practice where there are more staff members and more rooms to work from.

One suggestion was to have information about the surgery being read out instead of music so patients may have their queries answered while they wait and find they might not need to speak to reception at all.

We will be reviewing this and will discuss any changes with the members in our next meeting.

## **PATIENT SURVEY**

Sangeeta suggested that the surgery should have a patient survey designed around Covid and all the changes as a result of Covid and find out from patients what they know about the surgery and its services.

Many patients may still not be aware of the resources we have, online access and with things changing so rapidly on a day to day basis, it is very important that the surgery knows that patients are getting this information.

Sangeeta will design a short sharp survey which will be on Google and will share with the members before she finalises it and releases it to all the patients.

Dr Dharman also mentioned that there are websites with lots of useful information that should be shared with patients e.g. patient.co.uk and the NHS choices website, so we need to know how many people know about these resources and then show them how to access these.

## **PATIENT COMMENTS AND REVIEWS**

Sangeeta and Dr Dharman discussed the issue with patient feedback and how we are trying to encourage patients to give some positive feedback as well as negative. We have recently had patients offloading comments on Google reviews which have been a little disheartening for the surgery.

Dr Dharman spoke of how positive comments are a boost for the staff morale as these are shared in our team via meetings and messages / emails, and staff feel motivated to read that they are being appreciated.

However we have had some very hurtful and nasty comments, some of which have been racist even, which have been very demoralising.

VH commented that the way she sees it, she thinks highly of a practice who responds to all their comments or reviews, good or bad, as this acknowledges the patient and offers a chance to make any remedial actions. Sangeeta said that we do this as a normal response to any reviews but sometimes reviews can be left by people who are not even patients, or fake reviews, which can be painful to read.

On recommendation from previous meetings with the PPG, we have put up a Google review sticker on the reception desk and we are trying to encourage more patients to use the platform to post positive reviews as well.

A question was asked if we can get rid of patients who are particularly nasty or racist and Sangeeta confirmed that we have done in the recent months with a patient who was racist to a receptionist and was removed as she was accessing personal Facebook accounts of staff of the surgery and putting up racist comments.

All in all however Dr Dharman thanked all the members for all their positivity and support with the surgery over the years.

### **PATIENT HEALTH TALKS**

Sangeeta talked about a new practice initiative where we are going to work with HCA and offer monthly health talks for patients to join via Microsoft teams and be able to learn about a particular health condition, from a Consultant in that field. The start of this is happening this evening with a talk on Cardiology and the heart and how to manage our hearts in a healthy way. The talks will be on different health topics and will be once a month.

AP commented that she couldn't remember receiving the text invite to the talk which was on event brite. Sangeeta said she sent this twice over the last month via a text with a link to the event brite booking. She will look into this and ensure that for the next talk, all the members are sent an invite by email too.