**Minutes of Patient Participation Group Meeting**

**Dr Nagpals Surgery**

**Thursday 02nd May 2019**

**Practice staff present:**

Dr S K Nagpal

Zaheda Khatun (Senior Secretary)

Catherine Wood (Practice Manager)

**Patients present:**

AC, GR, MR, JSU, AH, JS

**1. Welcome and Introductions**

CW welcomed everyone to the group and thanked them for their time.

**2. Apologies**

SB, Dr N Nagpal, HA, BT, LT, ZP

**3. Minutes of Last Meeting**

* CW updated the group regarding the recent commencement of the extension to the surgery to incorporate a new meeting/training room. The ground has been dug out ready for the foundations to be laid, however we are now awaiting the building inspector to give the go ahead on the ground to be built upon. Hopefully this will be done in the not too distant future and the work can then continue. The extension should take around 6-8 weeks but this will be dependent on any delays to the work.
* Action plan has been drawn up and will be discussed in greater detail later in the meeting.

**4. Action Plan 2019/2020**

The surgery action plan has been drawn up and a copy of the plan is attached to the bottom of these minutes for your attention.

We discussed about increasing uptake for GP patient surveys that are completed and returned to NHS England. CW has liaised with other practice managers in the area and the range of completion for other practices varies from 14%-35%. Our practice currently has a 20% completion rate and we want to increase this.

Unfortunately the surveys cannot be sent out in the post in different languages but there is an option to undertake the survey online in a different language. However, the patient will have to be computer literate to undertake and complete this.

**ACTION: The practice to work on advertising the survey to try and increase uptake going forward. Results that are published are 6 months behind.**

Another area that was identified is that patients are still struggling to contact the practice via the telephone despite trying to increase online access and also having dedicated times in which patients can contact the practice to order their repeat prescriptions. CW updated the group in which we may be moving all repeat prescription calls to a prescribing hub in the not too distant future and this will significantly decrease the amount of incoming calls that we receive. The prescribing hub is still in its piloting stages with the Local Primary Care Federation and CW will keep the PPG meeting updated as it moves forward.

Patients overall experience at the surgery was 68% but as a group we feel that this is not an accurate result due to the poor completion rate of the survey. We therefore devised our own in house questionnaire and 100 questionnaires were returned to reception. Only 3 questions were asked to the patients which were;

* What do you like about the practice?
* What do you dislike about the practice?
* What improvement you would like to see at the practice?

We had a wide range of responses and these were discussed in the meeting.

**ACTION: ZK and CW to work on drawing up the results of these questionnaires into a more readable format. Work to commence in practice on common themes from the results and these to be discussed in the next practice meeting.**

**5. Iplato**

There is a new SmartApp called “MyGP” that is going to be available for patients at the practice in the near future. The software has been commissioned by BWDCCG and will be available to the practice free of charge for the next 2 years. The App will allow patients to book appointments, send texts to the practice and receive texts from the practice. Patients will also be able to access certain parts of their medical records. Patients will shortly receive an invitation to download the App. The practice currently pays to use MJog to communicate with the patients and CW needs to contact them to terminate the agreement.

Hopefully at the next meeting a few of the PPG members will have downloaded the app and will be able to give feedback.

**6. Practice Update**

Dr S K and Dr N Nagpal will both be on leave from Wednesday 08.05.2019 until Tuesday 28th May 2019. Dr Bhojani (male) and Dr Poonam (female) will be covering alongside Dr Anu. Dr Anu will also be doing extra sessions.

**7. Patient Concerns**

A discussion was due to be had today on the issue of Brexit and the impact that this would have on the NHS. Brexit has been delayed until 31st October 2019 and therefore Brexit discussion will be rearranged to accommodate the new date.

**8. Any other business**

MR and GR raised issues that they were experiencing when ordering their prescriptions online. They have mentioned that they often write in the free text box for additional medication but it does not seem to be actioned.

**ACTION: CW to look into this and bring back to the next meeting.**

Jack Seed informed CW of his decision to stand down from the PPG meetings. Jack has served the meetings well and has been a PPG member for many years. Thank you for your dedication and time that you have given to the meetings over the years.

**9. Date and time of next meeting**

Thursday August 15th 2019 at 2:30pm

**Action Plan PPG 2019/2020**

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| --- | --- | --- | --- | --- |
| **Areas to be addressed** | **What we plan to do** | **Method** | **Timescale** | **Lead Person** |
| Increase uptake on GP survey that are returned to NHS England.  Current completion rate is 20%. | GP patient survey results for January 2018-June 2018 have recently been published. We have a disappointing low uptake on completing the survey with only 86 surveys completed and returned out of a possible 422.  Our aim is to increase the completion rate. | Speak with Practice Managers in the locality to see if there uptake is more than ours, generate ideas.  Increase patient knowledge around the surveys including posters and text messages. The use of the Jayex board and practice website may be of help.  Enquire as to whether the survey is available in different languages for ethnic minority groups. Blackburn with Darwen Healthwatch may also be able to have an input. | Commence March 2019 (Results are published 6 months behind. Therefore will need to spend a year trying to increase uptake before we see any results) | **CW** |
| Patients contacting the practice via telephone | To increase patient satisfaction in contacting the practice reception by telephone. | To continue to promote online access wherever possible. Also, to have dedicated time for patients to ring through for prescription requests and investigation results. This will free the line for patients to call to book an appointment. | Commence March 2019 | **CW** |
| Patients overall experience at the GP practice | Patients overall experience is low compared with local and national averages. To increase the percentage of patients experience. | To develop and distribute a questionnaire about the practice and gain feedback from the patients about what they like and dislike about the practice and what improvements they would like to see. Hopefully, by taking these comments onboard we will be able to tackle any issues and increase patient experience. | Commence March 2019 | **CW** |