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| **Date:** | **27/02/2023** |
| **Attendees:** | HK – Practice Manager, NS – Regional Medical Director, RG – Regional Manager, MH – Assistant Practice Manager, TP, DM, JR, CM, MH |
| **Apologies:** | **DT** |
| **Place:** | **The Loxford Practice** |
| **Agenda:** | * Introductions * New Hub Role Out (Appointments system update) * Patient survey feedback results * New Staff Recruitment * Questions and feedback from PPG members * AOB |
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| **Description** | |
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| **Chair: Hamida Khan** | |
| **Minutes from the last meeting and Action Log**  List of future dates for 2023 PPG Meetings to be shared with all and to be sent by email | |
| **Introductions**  **HK** welcomed all to the meeting and gave an introduction about PPG purposes; today’s meeting agenda, practices vision & expectations of the meeting. All patients will have opportunity towards end to ask or query any concerns they may have. | |
| **Changes in practice**  **New appointment hub model rolled out -**  **NS** explains in detail the surgery has rolled out new **appointment booking system**. NS also highlights the feedback we have received from patients. There are more patient access and appointments throughout the day.  **Question to PPG members, How do you feel about the change?**  **T**- A lot easier to book an appointment, Tried to book appointment a few times, has worked well and had a more positive experience.  **DM**- This new system needs to cater more to those who have limited English or do not have English as their first language. Its difficult waiting in the line in the morning, as some patients have trouble expressing or explaining their needs or queries, which can lead to frustration on the staff. I proposes a suggestion to help monitor the lines, a member of staff to walk around with Clipboard as they do in banks to help navigate the patient to the relevant service.  **DV**- When I attended recently the line at reception was a mess and disorganised, until a senior member of staff came to help the queues.  **HK**- We are currently working on having the arrival screen in the waiting room up and running again, this will allow patients to even arrive for their appointments via their phone.  More staff have been recruited as we had shortness of staff which has effected the lines at the front, this will mean more reception staff will be present in the morning rush.  We can implement one staff member out in the lines wearing a bright jacket to help allocated patients to where they need to be.  **DM-** It would be a good idea to have a microphone for the staff on front desk to use, so they can clear, due to the plastic barriers the sound is very faint and the staff have to constantly shout. As of this shouting this has lack of privacy as you can hear everyone’s conservation. We can try using a ticket method, where patients have a lottery ticket to hold on to whilst they are in the waiting room.  Another suggestion can be to use a security guard to assist with the queues as it can get quite overwhelming for the staff. The space at Loxford is really big and we should utilise it more such as a community café in the morning whilst patients wait for their appointments.  **HK**- I will look into all this  **DM-** It would be better for patients if they have a regular GP instead of changing GPs every appointment. This will provide more of a personal touch.  **NS** – Thank you for your feedback, we will look into auctioning this and making the lining system smoother. We will look into a mic as well as finding a way to control the lines.  We have a social prescriber who holds drops in every month to try and sign up patients that are in need and could benefit from more support from the community. We can speak to her and see what we can do and if this is something that we can roll out.  **HK** – We will try take actions and see what that practice can do  **DM**- I will be happy to assist if needed.  **C** – Booking appointments are a lot easier now than how they were before. | |
| **ACTIONS**  Management to review the following:  **1. Queue In Line**  Moving the queue so that patients go around the brown reception box and stand on the side facing the reception desk. This will allow privacy.  **2. Patient Arrival System**  The practice is in the process of reinstalling the patient arrival system, allowing patients to arrive for their appointments via their mobile phone.    **3. Patient Survey**  A patient survey is in progress and will be issued shortly to obtain feedback regarding our new system.  **4. Staff Walkabout**  Implement a staff walkabout to manage the queue during busy times.  This will manage the queues and arrange them in an orderly manner  5.**Microphones**  Microphones to be considered at the reception.  **6. Patient Coffee morning and events**  Management to liaise with social prescribers to plan events.  **7. Patient Corner**  Allocated a space for PPG and patient corner and will arrange for a whiteboard to be installed  **8. Social Prescriber Events**  SP already has events every week along with the Redbridge community voluntary service on the first Thursday of every month. We need to advertise and display the community events more clearly. | |
| **Patient survey feedback results**  **HK –** Shows graphs/results from patient responses received about service at Loxford. Low results on phone calls lines services.  **T –** Lines on phones are too long, can I suggest to have a separate line for those that need to cancel an appointments instead of waiting in queue and the appointment will be gone.  **HK-** Highlights when you receive a text confirmation for your appointment you can reply back to cancel if you need too. We can look into having this as an option for the phone lines and maybe on DR IQ too.  Any other business? | |
| **ACTIONS**  **1. Patient Survey**  Surgery have already arranged internal patient surveys, to be presented at the next meeting. | |
| **New Staff Recruitment**  **HK-** We have recruited 3 more admin staff and still looking for more. We are also looking for a nurse and more GPs. | |
| **Any other business**  **T**- Not many people on PPG Group, I have tried to promote when I have been in waiting room however but not much luck had.  We can try promote PPG more, we will put all future dates in the board in waiting room so everyone knows.  **NS** – We can try organise a PPG day at Loxford and promote the group, | **1.PPG Numbers**  Increasing PPG numbers, displaying posters at reception.  **2. Coffee Morning**  An opportunity to discuss how to increase participation in PPG, as well as organising events for patients and staff. |
| **Next meeting date TBC** | 29/05/23 17:00-18:00 Via Zoom |