

## Patient Participation Group Meeting (PPG)- SMA Medical Centre

**Date:** 21<sup>st</sup> November 2018

**Attendees:** 14 Patients

**SMA Staff Attendees:** Nick Christou (NC)- Practice Manager

**Apologies:** Sheila Connellan – Senior Business Manager

Item	Discussion	Action	Allocated to & Deadline	Completion date
Refreshments	Tea/coffee and biscuits were made available to all attendees of the meeting.	Include sandwiches at next meeting?	NC, MP, AA 23-01-2019	
Ahmed Hussain	Retired as Co-Chair due to other commitments. Nick Christou practice manager thanked him for all his support and the good work he has done in the past.	Mumtaz Patel and Andy Agathocleous will remain as Co-Chair.		21-11-2018
Contacting the PPG team	The e-mail address for patients of the practice to contact the PPG team was communicated: <b><u>smappg@outlook.com</u></b>			21-11-2018
PPG Notice Board	Installed in the surgery waiting area displaying documents and information specifically relating to PPG including minutes from meetings.	Update notice board on-going	MP, AA 23-01-2019	
PPG Suggestion Box	Installed in the surgery waiting area so that any patient issues or suggestions within the PPG remit can be reviewed and actioned as appropriate.	Update on patient suggestions to be provided at the Bi- monthly PPG meetings.	MP, AA On-going	

Rules of conduct	Chair communicated the scope and remit of the PPG group and reiterated that these meetings are not for personal problems. A discussion relating to communication became a detailed debate.	Communication methods to be further developed.	NC, MP, AA 23-01-2019	
Terms of Reference	A new revised document was circulated and issued to all attendees of today's meeting. The Terms of Reference are also displayed on the PPG surgery notice board.			21-11-2018
Information Days relating to well-being prevention	Chair presented a list of health condition topics that were discussed at the meeting. The group then voted that a joint cardiac and diabetes information briefing session should be prioritised. Members of the meeting group also requested that the following conditions are added to the list presented: <ul style="list-style-type: none"> <li>- Dental information</li> <li>- Female information day (smear tests)</li> <li>- Smoking</li> <li>- Arthritis group sessions</li> <li>- Lung function tests are carried out at this practice</li> </ul>	Organise a joint cardiac and diabetes wellbeing day.	NC, MP, AA 23-01-2019	
Blood Tests	Why do SMA patients have to use the three listed blood test centres if they have a blood test centre closer to where they live.	NC to make enquiries into this request.	NC 23-01-2019	
Minutes of the previous meeting	The meeting group agreed these as being accurate.	Today's notes to be completed and circulated.	AA, NC, MP 23-01-2019	

Patient Issues	Reduce complaints and improve patient satisfaction. Think outside the box briefing/training has been provided to the SMA team.	.		21-11-2018
National and Friends & Family patient surveys	Nick Christou (practice manager) presented the findings from surveys. The survey identified that the patient participation did not reflect on the eleven thousand patients registered at the surgery. Various ideas came from the group on how to increase patient survey participation: <ul style="list-style-type: none"> <li>- Install an interactive station in the surgery reception</li> <li>- Practice receptionist to issue a survey form to patients to complete after they have seen the GP and leave the completed form in the patient survey box.</li> <li>- Surveys to be e-mailed direct to patients.</li> <li>- Text message the survey to a patient mobile.</li> </ul>	NC to consider and implement	NC 23-01-2019	
eConsult Service	Available to use through the website link is <a href="http://www.smamedicalcentre.com">http://www.smamedicalcentre.com</a>  Nick Christou explained and introduced a video on how this service works. A patient will receive a reply from a GP within 24 hours of using this service. Patients can also book an appointment to see a GP sixty days in advance.			21-11-2018
Minor Surgery	NC confirmed that these procedures are no longer carried out at this practice as the Doctors do not have the relevant qualifications. A GP referral is now required for minor surgery.			21-11-2018

Other business	<ul style="list-style-type: none"> <li>- The practice complaint process.</li> <li>- Private letters &amp; Services requested by patients.</li> <li>- Enquire to see if the television in the reception can be used as a source of communication to patients.</li> </ul>	NC to provide details of the practice complaints process, services offered/not offered and costs. An update on the use of the television in the reception.	NC 23-01-2019	
Date of next PPG meeting	<b>23<sup>rd</sup> January 2019 at 6:00pm</b>		MP, AA, NC 23-01-2019	