

THE RIVERSIDE PRACTICE

Patient Participation Group Meeting 27.9.2023

Present:

Riverside Practice: Dr R Goel (GP), Iqra Khan (Practice Manager), Mishalu Joseph (Practice Nurse), Stephen Freeman (Reception Supervisor), Sadaf Khan (Receptionist), Travel Andrade (PCN IT support)

PPG: AJ, MD, HM

Apologies: EL

Agenda

The main agenda is as follows:

- 1. Sign off minutes from June meeting**
- 2. Care Opinion Feedback**
- 3. Annual GP survey results 2023**
- 4. PPG Improvement funds**
- 4. AOB**

Actions agreed:

- 1. Text patients to assess any online training needs- TA**
- 2. Text patients to remind them about giving enough notice to order a repeat prescription- IK**
- 3. To obtain quotes for patient call queuing and call back- RG**
- 4. Text patients to encourage using our website for admin and routine queries and if calling for these to call after 10 am- IK**
- 5. Resurvey patients by text in 6 months to assess their satisfaction with their consultation- IK**
- 6. A poster in reception summarizing the actions of today's meeting**

- 1. The June PPG minutes were signed off**
- 2. Care Opinion feedback**

RG feedback that overall this has been very positive including:

- An efficient service
- Caring staff
- Professional
- Good access by telephone
- Quick appointments

- Helpful staff

Making it easier to navigate our website was raised in one patient comment and another was about ordering a repeat prescription.

An action from this month's practice meeting was to ask out PCN IT support to review our website and to text patients about giving enough notice to order a repeat prescription to avoid any delay.

3. GP Survey Results

RG feedback the results of this year's patient survey and this was overall very positive. 94 patients completed their survey giving a response rate of 15%.

The practice scored highly on access:

- 81% found it easy to get through by phone (National was 50%/ ICS was 48%)
- 88% found the receptionist to be helpful (National was 82%/ ICS was 75%)
- 77% had a good overall experience of the practice (National was 71%/ ICS was 64%)

Areas of improvement:

- 74 % felt the healthcare professional was good at treating the patient with care and concern (National was 84%/ ICS was 77%)
- 83% felt the patient was involved as much as they wanted to be in decisions about their care and treatment (National was 90%/ ICS was 86%)
- 80% felt the healthcare professional was good at listening to the patient
- (National was 85%/ ICS was 79%)

A discussion was held and it was agreed that the team would be more mindful of how to check that they had dealt with the patient's concerns and expectations when consulting.

Action: send a text survey in 6 months to reassess patient experience on the above

4. PPG Improvement funds

This year's allocation is £4548.34. The PPG agreed to use £3875.50 to cover the overspend from last year (LED lighting and the Practice website and touchscreen licenses)

The remaining £672.84 could be used towards the practice newsletter/bulletin and this year's Practice website and touch screen licenses.

5. AOB

- a) MD suggested sending patients a text to see if they needed IT help such as registering for the NHS app or using online services. The Practice could then run some training sessions using our IT support

- b)** RG feedback that the practice will be texting patients to give 3 working days' notice for routine prescriptions and 7 working days for medications needing monitoring to ensure safe prescribing
- c)** RG feedback that the practice already has cloud based telephony and is obtaining a quote for call queuing and callback in line with the NHS plan.
- d)** HM advised that she would share with the group 2 recent documents, one by UCL partners on support for staff mental health and a second on patient experience of using the NHS and social care.

Next meeting will be in early December 2023