

THE RIVERSIDE PRACTICE

Patient Participation Group Meeting 24.1.2024

Present:

Riverside Practice: Dr R Goel (GP), Iqra Khan (Practice Manager), Babita Madan

PPG: MD, HM and new member AD

Apologies: EL, AJ

Agenda

The main agenda is as follows:

1. Sign off minutes from September meeting
2. Sign off actions from September meeting
3. Patient IT Training
4. Together better
5. Website
6. AOB

Actions agreed:

1. Text patients to assess any online training needs once confirm a training date by NEL IT support- IK
2. To obtain quotes for patient call queuing and call back- RG- pending
3. Text patients to encourage using our website for admin and routine queries and if calling for these to call after 10 am- IK
4. Text patients to inform about the new community pharmacy scheme which also can prescribe antibiotics for certain common infections starting 31.1.2024- IK
5. Develop a "you said" "we did" poster to show changes made after patient feedback- IK and RG
6. Develop a frequently asked question and answer section for our website and promote the local services such as social prescribers and the Together Better service- IK and RG

1. The September PPG minutes were signed off
2. The September actions were discussed and those not completed carried forward in today's actions as above.

3. IT Training

North East London NHS IT department is able to offer training for patients on using the NHS App, and computers to help access NHS services. The group felt this would be helpful to do in person and also remotely using Zoom.

The action agreed is for the practice to confirm training dates and then inform patients.

4. Together Better

This is a local service offering community activities such as walking groups, boxing classes, cooking classes and arts and crafts for local residents.

The group thought this would be of benefit to patients and the agreed action is to inform patients using our website and by texting.

5. Website

A discussion was held about how best to inform patients about practice and local services as above. The practice agreed to discuss with the IT support on how to add useful information including:

- What the social prescriber can do
- Together better
- Reporting patient feedback

6. AOB

A discussion was held on how the practice receives patient feedback. Currently this is mainly via 4 routes:

- The annual GP patient survey
- Care opinion
- The friends and family test
- The PPG

The next meeting will be in April 2024