

# Meeting minutes



## Friends of Elm Practice Feedback Meeting

Wednesday 4th December, 14:30 – 15:30

Elm Practice

Item	Description	Key messages and actions
1.	<b>Welcome and introductions</b>	Sam Meikle joined the meeting. Sam is an independent facilitator working with GP practices in Hackney Downs to help improve PPG meetings.
2.	<b>What is this group all about?</b> <ul style="list-style-type: none"> <li>The role of a Patient Participation Group</li> </ul>	<p>Sam shared a proposed framework for the purpose and functioning of the group, which includes renaming the group to Friends of Elm Practice. Group members felt the proposal made sense.</p> <p>A summary of the proposal (written and visual) is available on page 4.</p> <p><b>Action:</b> print visual boards about the PPG/Friends of Elm Practice to add onto the practice noticeboard (also attached).</p>
3.	<b>Sharing feedback from patients and carers</b>	<p>Sam shared a summary of feedback from patients and carers, from the 2019 GP Patient Survey and interviews held in the Elm Practice waiting room. A visual summary is available on page 5.</p> <p><b>“What’s good” in brief:</b> patients reported very high levels of confidence and trust in their care professional (according to 99% of survey respondents); 95% of survey respondents felt were involved in decisions about their care and treatment; and 95% of survey respondents said professionals were good at listening.</p> <p>Two themes arose in response to the question, <b>“if you could change one thing, what would it be”:</b></p> <ol style="list-style-type: none"> <li>information on available services and ways to access these services wasn’t reaching all patients;</li> <li>waiting times in the practice waiting room “do run a bit late” (this was also reflected in the GP Patient Survey).</li> </ol> <p>The group discussed the ‘trade-off’ and balance in providing high levels of personalised care. This is the reason why at times clinics are unable to run to time. The practice’s ethos is to give people the time that they need.</p> <p>The group listened to and discussed the feedback and <b>we agreed:</b></p> <ol style="list-style-type: none"> <li><b>ACTION:</b> Create some messaging on the practice’s ethos to help patients understand why they may wait a little behind their booked appointment.</li> <li>How do we get information out more? Not everyone uses the internet. <b>ACTION:</b> Explore better ways to communicate about available services and groups, including: mosque, library, Sainsburys,</li> </ol>

		<p>Morrisons, church, pubs, leisure centre, King’s Hall, gym, Northwold Youth Club, schools.</p> <ol style="list-style-type: none"> <li>3. The group also discussed with the JX Board (that’s the black with red text in the waiting room) could provide messages too. We agreed to discuss this under Item 4 (Updates from Elm Practice).</li> <li>4. <b>Action:</b> Create a virtual list for the PPG/Friends of Elm Practice for people who cannot attend meetings but still want to contribute.</li> <li>5. Recognise that we can’t reach everyone at once. The group discussed whether we could start making an impact if we identified 100 patients who might be lonely and need support. Can we target them to send an updated practice leaflet with core information? <b>Action:</b> Sam and Maxine to draft a leaflet with core information, to be reviewed at the next meeting.</li> <li>6. There’s a lot of new and different groups. It can be hard to keep up with everything. <b>Action:</b> Invite social prescribers to update us on what’s happening and explore.</li> </ol>
4.	<p><b>Updates from Elm Practice</b></p> <ul style="list-style-type: none"> <li>• Increasing Children’s Immunisation levels</li> <li>• Increasing take up of smear tests (for cervical screening)</li> <li>• Online Consult</li> <li>• How can we better support patients with long term conditions to self-care?</li> </ul>	<p>Maxine provided updates on:  <u>Increasing take up of Children’s Immunisation and Smear Tests</u>  The practice’s aim is to make improvements in the take up of Children’s Immunisations and Smear Tests. What we’re currently doing:</p> <ul style="list-style-type: none"> <li>• Sending 20 text messages each week to come in and see the Nurse.</li> <li>• Have a Monday evening clinic available for patients for smears</li> <li>• Children Immunisation event once a month on Sundays, with calls being made to patients.</li> <li>• We recognise that it is a patient choice.</li> </ul> <p>Group members provided helpful feedback and <b>we agreed to action:</b></p> <ol style="list-style-type: none"> <li>1. Continue to raise awareness</li> <li>2. Have a new waiting room noticeboard with information on Children’s Immunisations and Smear Tests (to be installed mid Dec)</li> <li>3. Explore ideas raised by the group: local libraries do reading sessions – can we make some information available there? Do health visitors know of the practice’s plan? Can they help raise awareness and provide links to available clinics? Is there somewhere to put your child while getting smears? Could we link in with child centres or baby clinics to raise awareness?</li> </ol> <p><u>Online Consult</u></p> <ul style="list-style-type: none"> <li>• Maxine gave a demonstration of the Online Consult feature on the website (<a href="https://www.online-consult.co.uk/org/elm-practice">https://www.online-consult.co.uk/org/elm-practice</a>)</li> <li>• Patients can send an electronic message for non-urgent questions</li> <li>• Patients will receive a response in 48 hours. Who will read it? A receptionist will receive the questions and forward them to a GP.</li> </ul> <p><u>Supporting patients with long term conditions to self-care</u>  We agreed to move this item to the next meeting, so we had enough time to discuss this item.</p> <p><u>Available funding for practice improvements</u>  Funding is available (from the Clinical Commissioning Group) for practice improvements. Last year these funds were used on infection control –</p>

		<p>improving sinks and carpets in the practice; and more phone lines were made available.</p> <p>We noted that the patient check-in portal has been vandalised and is no longer working. There is a significant cost for repair.</p> <p>Based on patient feedback, the group discussed the following options:</p> <ul style="list-style-type: none"> <li>• A potential upgrade to tables and chairs. A patient asked why these are they in rows – this feels very institutional? Could tables and chairs be placed in sites to encourage patients to sit together and talk. Response: they were inherited from another building.</li> <li>• Upgrade the spirometer and/or ECG machine. One challenge discussed is that clinicals will need to maintain training levels if this equipment is at practice level. Check if this will be available at the Hub clinic)</li> <li>• Upgrade jayex board (the black board with red text) to a visual colour screen, similar to what the Gadhvi Practice has. Many of the issues about communication discussed in today’s meeting could then be communicated with all patients in the waiting room, for example, children’s immunisations, invitations for smears, upcoming events, feedback from surveys and responses.</li> </ul> <p><b>ACTION:</b> Maxine will seek costs and put a proposal together.</p>
5.	<b>Date of next meeting</b>	Wednesday 29 <sup>th</sup> January, 2.30pm – 3.30pm

## Item 2: The role of a Patient Participation Group

The role of a PPG (Patient Participation Group) is to act as a bridge between patients, carers and the practice.

PPG is TLA (Three Letter Acronym!). To help the group become more accessible to a wider range of patients, the name of the group has changed to be *Friends of Elm Practice*.

The purpose of the group is to help ensure that all patient voices are heard about what matters most. Why? To deliver great care that meets needs of our community.

What do we do at meetings?

1. Listen to and discuss people's feedback, and
2. Discuss, plan and support engagement activities.

Our ways of working:

- We bring a positive, curious attitude
- We are respectful and welcoming of everyone
- We keep to the agenda
- We discuss personal issues outside the meeting with the Practice Manager or GP
- We speak one at a time
- We listen to people's feedback and experience and we contribute our ideas, support and feedback.



The **Friends of Elm Practice** act as a bridge between patients, carers and the GP Practice. We help ensure that all patient voices are heard about what matters most to them.

Item 3: Sharing feedback from patients and carers



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