**NORTH STREET MEDICAL CARE**



**Romford site: 274 North Street, Romford RM1 4QJ**

**Tel: 01708 629733**

**Chadwell Heath site: Chadwell Heath Health Centre**

**Ashton Gardens, Chadwell Heath, Romford RM6 6RT**

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**Patients Participation Group (PPG) Meeting**

**Minutes of meeting held on Tuesday, 26th April 2022 1pm – 2 pm via Microsoft Teams**

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| **Present:**  Dr D Sura (DS) - GP Partner, Susanne Bauer (SB) – Practice Manager, Aaron Fernandes (AF)– Deputy Practice Manager, 12 members of the PPG (Names cannot be published, but the surgery has the names of the attendees) | |
| 1. **Welcome**   Dr Sura (DS), Susanne Bauer (SB) and Aaron Fernandes (AF) introduced themselves. SB welcomed the PPG members to the new meeting format of the group, which was previously virtual | Action |
| 1. **Purpose of the PPG and ground rules**   Purpose: SB explained the purpose of the PPG. The PPG is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to improve the service. The PPG gives patients and practice staff the opportunity to meet and discuss topics of mutual interest. This provides a means for patients to become more involved and make suggestions about the healthcare they receive. The group also wants to explore issues from patient complaints and surveys, contribute to action plans and help monitor improvements. The PPG can also support health awareness and patient education.  Group rules: The group agreed the following meeting rules:   * This meeting is not a forum for individual complaints and single issues * Please put mobile phones on silent and mute the microphone when not speaking * Start and finish on time, stick to the agenda | PPG / Surgery staff |
| 1. **Complaints, comments and review summary**   Between November 2021 and March 2022, the surgery received 19 complaints. 3 were about appointments, 7 about prescription issues, 4 about follow up care, 1 refusal to allow access to records, 1 about removal from surgery list, 1 about loss of records, 1 was about something else. 1 about staff attitude.  We explained that the surgery staff meet quarterly to discuss and review all complaints. Often a complaint could result in a procedure change as we identify an area that needs adjusting. Therefore, comments and complaints are an important tool to review and reflect on our service to our patients. |  |
| 1. **Care Quality Commission (CQC) visit**   The surgery had an un-announced CQC visit on the 7 December 2021. The reason for this was that they had several complaints regarding accessing care and treatment in a timely way. The inspector was very thorough and spoke to the reception staff on duty and the practice manager. We had to supply evidence of how many appointments we are offering, the range of appointments, we employ enough staff and if we monitor the quality of access and make improvements. The inspector then presented the collected evidence to an independent patient panel who reviewed the supplied information. We are pleased to announce that the CQC found us responsive and we are meeting the CQC’s criteria. |  |
| 1. **Practice Survey**   The surgery is planning to do an annual patient survey. The PPG discussed what survey areas they think are to be covered. SB suggested an educational survey, covering appointments and repeat prescriptions. These were the two areas with the most number of complaints and the CQC inspection. The PPG agreed the following questions:   * When and how to book an appointment * Online consultation * Repeat prescription * Extra / Extended hours preferred times | SB / AF/PPG |
| 1. **Suggestions for the next agenda**   The Complaints/ comments and review summary will be a standard item on the agenda  The PPG is encouraged to submit any suggestions for the next agenda to [haveringccg.nsmc@nhs.net](mailto:haveringccg.nsmc@nhs.net) | PPG |
| 1. **AOB**  * The group agreed that Tuesdays at 1 pm is a good time for all PPG members who were present * When patients are able to come back into the surgery to make an appointment. SB explained that we are awaiting new guidelines from NHS England about social distancing. * PPG members would like to see Face to Face appointments bookable on the app and online. | Surgery to action |
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