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| MEETING TITLE: PPG |

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| DATE: 21.03.2024 | MEETING TIME:  17.30-18.30 | MEETING LOCATION:  Microsoft Teams |

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| Chair | Sindhu Balakrishnan |
| Attendees | Dr A.E, S.B, V.S, M.P (Minute taker)  Guests: S.G (Interim Chair) , Z.R, J.K (PPG CHair) , PB,VG AL,LR |
| Apologies |  |

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| AGENDA |

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| 1. Introduction and important information |
| 1. Contract renewal |
| 1. Improvements made |
| 1. Digital call hub |
| 1. MMR campaign |
| 1. Patient survey |

**Introduction:**

S.B introduced herself, as well as V.S and Dr A.E. S.B and started by announcing J.K has stepped down as the PPG Chair. Currently S.G will be taking over as the interim chair until a PPG lead can be elected. S.B thanked J.K for all her support over the years for the Firs practice. A new PPG chair will be chosen during the next PPG which will be held in mid-August.

A PowerPoint was presented, and the patients were told that it will be uploaded on the website for future reference along with a printout available in the reception area.

**Contract renewal:**

The Firs has now been offered a substantive 5+5+5 year contract for the Firs. In early 2022 after multiple failures in CQC domains such as safety the previous partners stepped down and the North East London Integrated Care Board had offered a short term contract to the Addison Road Group until a long term solution could be devised. After the new management teams arrived and put into place new processes and procedures the NEL ICB satisfied with the progress.

**Improvements made:**

Since the new takeover:

* 1400+ medication reviews have been conducted on patients to ensure proper prescribing and safety.
* Ensured all staff have received proper training to ensure they can carry out their jobs to the best practice standards
* Increased the list size to over 10000 patients with patients feeding back that they are receiving excellent care.
* Changed our appointment model to our single point of access model Klinik and changed to a total GP led triaging service to ensure that appointments are being properly utilised, this runs from Monday-Friday from 07:30am throughout the day. We have also kept legacy methods of appointment requesting such as face to face and over the phone, with staff supporting patients with Klinik submissions so we don’t exclude patients who are unfamiliar with technology.

**Digital call hub:**

We have heard patient concerns regarding the difficulty in patients getting through to the practice on the phone. To help remedy this we have a launched an all new digital hub. This hub ensures that there are no longer any waiting times. This has proved effective so far. S.B displayed some stats that shows out of 2003 calls between the 1st April-9th April so far there are only 50 missed calls, the majority less than 30 seconds. This is a massive improvement and we will continue to monitor to improve the efficiency and effectiveness. All missed calls were called back.

**MMR campaign:**

The Firs will be running a multilanguage, video campaign in order to improve the MMR uptake in April. One of our GP partners Dr M.K will be conducting this. Improving MMR uptake is very important for the practice as well as the NHS as a whole. We believe a big push towards this will help improve the uptake of MMR vaccines in Firs.

**Patient survey:**

We have used the most recent patient survey results to make a variety of changes to the service, as mentioned previously we introduced the call hub to improve access for patients to the practice over the phone. Our total GP led triage system was introduced to reduce patient frustration and simplify the patient experience when booking in appointments.

**Post presentation Q&A:**

J.K: Most of us are very glad A Rd got the contract!

SB: Responded thanking her.

JK: Asked if patients can see newsletters online. S.B confirmed the newsletter is sent via a message to all patients, they will be uploaded onto the website and a copy available in reception for patients to view.

VG: Patient survey of 278 is not representative of the entire registered population.

SB: Said that usually only 10% of patients usually respond to surveys. We had sent the survey to 3000 patients who had attended or used the services in the last 6 months.

VG: Do you wait for over 75’s to contact the practice or reach out to them?

SB: We run a very vulnerable patient group project which is unique to Addison Road and The Firs, where we contact patients who have not reached out to the service in the last 6 months, these include LD patients, over 75’s, SMI patients, housebound.

If we are unable to check their wellbeing on the phone, we do a home visit to check on them.

A.L: Are there any plans for the building and relocation?

SB : Not that we know of, we have the lease signed till 2032. We have challenges with the building which we are actively trying to rectify with the landlord.





