

## Patient Participation Group Meeting

### Oddfellows Hall and St Clements Health Centers

8<sup>th</sup> April 2019

#### **PPG Meeting Notes**

##### **Attendees**

RB

CB

AJ

QA

SV

KR

Tracey Adams Practice Manager (TA)

Luljeta Maliqia Practice Manager (LM)

Shayne Debono Reception Lead (SD)

Jillian Charles (minutes)

##### **Introductions**

TA welcomed all attendees to the meeting and commenced introductions.

TA thanked the participants of both Oddfellows Hall and St Clements PPG for coming together, marking the first joint PPG for the Practice and set out the key objectives. Each member of the PPG Group introduced themselves and their roles.

TA explained that the proposed integration of both PPG groups to work together as one network should be embraced as a positive coalition, with both surgeries working together to steer services, improve patient experience and achieve the same aspirations and goals. Raising awareness and maximising patient voice across the surgeries giving the PPG increased ability to expand influence.

Members of the PPG did voice that that they would have preferred notice by letter that the merge of the two patient groups was going to be proposed as that not all had received the email or had the opportunity to discuss on the telephone. They had not been aware this was going to be the future of the PPG.

Both TA and LM outlined that moving forward having the joint PPG will enhance the productiveness of each meeting with actions implemented and that in no way should this prohibit the two individual groups meeting up or sharing thoughts outside the joint meetings.

A member voiced concern that in the past that suggestions and agreed positive actions have not always been taken forward and sought assurance that this would not be the case with College Health. TA and LM confirmed that the PPG would be kept involved in the decision making process.

TA suggested that the PPG should also consider the format of their meetings i.e. Agenda, other parties attending, election of Chair.

The PPG will discuss and advise the Practice in advance of the next scheduled meeting in May 2019.

TA suggested that College Health supply official PPG members with Badges for identification and outlined that as a Practice team Oddfellows and St Clements looked forward to working with PPG members. The Practice hoped to establish patient advocates who are keen to develop and assist with Health Screening campaigns in line with the Public Health Agenda and work with the Practice on Promotions as a team, examples included developing Learning Disability friendly services, Veterans Days, Carers Events and Immunization promotions.

**Action:** TA to supply name badges for PPG Members

It was agreed that PPG boards in both surgeries will be updated and allow room for copies of minutes of meetings for all patients to view. It is hoped that we can engage a wider community from amongst all the patient groups that the Practice represents along with information the PPG would like to display.

## **Agenda**

### **Patient Survey – The Practice**

The Oddfellows and St Clements Surgeries are hoping that as many patients as possible will be able to complete the online Practice Patient Survey. LM explained that a Text message with a link to the Patient Survey is being sent to all 12,000 patients and that paper copies of the survey are also available at both surgery locations.

### **Patient Survey – Paramedic Home Visiting Service**

TA explained that the Paramedic Home Visiting Survey has been established to evaluate patient feedback on the services provided to the housebound and vulnerable. The visiting Paramedic will be providing a copy to patients when they attend a patient at their home or at a Care Home.

A PPG member commented that he had previously found the link problematic and therefore a paper copy was preferred.

**Action:** TA to contact IT support to check the survey link and ease of access. This has since been confirmed as working with no issues.

The Surgeries with the information received will look into any areas they can improve.

### **E-consult**

An extra option for patients to utilize, an online consultation service with a prompt response by end of next working day.

## **Social Prescribing**

TA made members aware of all the positives of the Social Prescribing service in Thurrock.

The Social Prescription Programme is available to support people with health and well-being needs including chronic conditions.

The service is open to all patients aged 18+ who present to their GP with issues that have a non-clinical underlying cause. Patients may have a social need or chronic condition and regularly attend the GP surgery or are at risk of unplanned admission.

Navigators meet patients referred by their GP at the practice and will signpost them to appropriate services from a range of over 500 available in Thurrock. Every patient will be treated holistically and the point of referral will be determined by individual need and could include information advice and guidance to support health, finance and social isolation. Navigators will allocate up to one hour with their patient and will arrange follow-up meetings to track progress and provide support. GPs will be updated on their patient's development and referral pathway.

Navigators work closely with the Stronger Together team, Local Area Coordinators and the voluntary sector. Patients are given the opportunity to volunteer in the project going forward.

TA outlined examples of the types of advice, guidance and services they can assist with including agencies they can use to help support patients including for example:- social issues, bereavement counselling, weight management, age concern, debt management.

**Action:** TA will enquire if a representative of the Social Prescribing Team would be available for the next PPG meeting.

## **Health Screening Campaigns**

The importance of pre cancer screening was discussed and information cascade for patients is a priority at the Practice. Encouragement of Learning Disability patients to engage as much as possible with the surgery is another area of priority. TA encouraged involvement from the PPG in being extra voice of encouragement for patients to engage in the services the Surgeries offer.

## **Out Of Hours Appointments**

College Health at Thurrock Health Centre College offer extended hours appointments on behalf of the Practice commencing at 18.30hrs through to 20.00hrs Monday – Friday. There are GP, ANP and Nurse appointments available every day.

TA outlined that Thurrock Hub also offers extra appointments during the week and weekends for GP and Nurse at the John Tallack Centre, Long Lane.

All out of hours services can be requested via Oddfellows and St Clements Reception teams.

## **Extra Services**

Acute Children's Clinics daily.

Specialist Diabetic Clinics Weekly.

Medication Review Clinics Weekly.

Minor Surgery Clinics Twice Monthly.

Sexual Health/Family Planning Implant Clinics Weekly.

Future plans will also include extra services i.e. additional visiting Paramedics, Physiotherapy, and Mental Health Nurse.

Pharmacist support is available Wednesday and Friday afternoon, patients can request a telephone consultation with any questions they may have.

Social Prescribing, Thurrock Healthy Lifestyles offer a wide variety of patient support. Group sessions for Diabetic patients and Asthma patients is a possible avenue of interest any patient ideas and input would be well received.

### **Telephone Triage**

Oddfellows Hall Health Centre have been operating this model very successfully with good feedback. Patients from St Clements Health Centre can also utilise services from both sites.

**Action:** Information to be displayed at St Clements Health Centre to inform patients of services that are available at Oddfellows and other College Health locations. The electronic notice board at St Clements Health Centre to be adjusted to give extra information to the patients.

### **A.O.B**

Thursday 18th April: Easter Bonnet Event 11am -1.00pm (Oddfellows and St Clements)

The PPG are looking forward to a productive and positive future.

Meeting closed 3pm.

Date of Next Joint PPG Meeting: Monday 13th May 2019

Time: 5.30pm

Venue: Oddfellows Hall Health Centre