



The Harefield Practice PPG meeting .

28/02/2024	Meeting time 6pm	Meeting location Harefield
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Meeting called by	PPG /Practice
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Type of meeting	PPG
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Facilitator	PPG & PRACTICE MANAGEMENT
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Note taker	JR – deputy Practice Manager
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Attendees	Scott Ridley , Jessica Rowley , Dr Gallagher , Janet Brown ,Jean Mead ,Arshad Khalid ,Cllr Jane Palmer ,Emma Reidy Wendy Rice-Morley ,Jenny Shave , Dr MT
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Apologies – Jacky Metcalfe , Jean Wright – Unable to attend

2) **Matters Arising From minutes of the last Meeting held Tuesday 3rd October .**

The PPG and Scott discussed this was generally discussing whom would be the PPG chair.

3) **Staffing** – SR advised the PPG that Dr.Shin Kang Is Returning back from maternity leave in march and also hopefully as of next week we may of secured another salaried joining the practice .

Introduction off Jessica Rowley Deputy Practice manager Scott advised that Jessica is the missing puzzle to the practice management team and has been helping making needed changes in the last 2 months of her being here.

SR – announced that he will be leaving the practice in April the PPG are naturally saddened by this news and wish him well and thank him for all his work in the last year . One of the PPG members asked if Jessica would be Scott's replacement in which Scott answered that this is the partners decision and at present we haven't discussed a replacement .

4. **Review of reception booking processes**, ticket system. Jessica discussed why we introduced the ticket machine she mentioned that confidentiality is paramount and we have had complaints that the patients felt that other patients was breathing down the back of there necks and

confidentiality was not being respected. The PPG members understand the concept of this but have brought forward a couple of issues with the ticket machine such as waiting to speak to the Front Desk for over 20 minutes . SR explained that whilst we appreciate that waiting is a pain coming down to the practice does not take precedents over calling or submitting a patches.

The quickest way of contacting us is via phone (SR provided the PPG group with tremendously improved phone figures the average waiting time to get through to the practice is under 5minutes.

PPG group understand the ticket system is a working progress one PPG member mentioned thre husband had come in at the first stages of using the ticket machine and also quite recently and noted a improvement. SR & JR appreciate the feedback and have passed this on to the Reception Manager Federica.

SR advised group we are getting signage a pop up so its more clear re ticket system and directions on if patients need to come Front desk or is there another route they could follow – also instructions on ticket machine to be more visible

PPG also mentioned that receptionist voices on the FS could be at a quieter level – they appreciate if someone may be hard of hearing the receptionist may raise voice . SR/JR taken on board and fed back to Reception Manager Federica.

SR – introduction of Pharmacy first and the conditions/process .

It was explained to the PPG members that this saves appointments pharmacy's can now prescribe antibiotics and other medications and normal medication charges apply. This is a great help to primary care as this allows more appointments at the GP surgery for on the day acute complex issues whilst the Pharmacy's see/treat minor illness.

(Jessica will provide the PPG with Pharmacy Criteria for reference)

SR also updated the group in regards to the new phone system whereby patient answer questions and it will give them a answer on where they should go without speaking to a receptionist also discussed the new pharmacy referral system receptionist will be using.

JR also advised our new pathology drop off box so patients do not feel embarrassed or having to que with samples In hand.

5. Appointments

SR kindly provided the group with the below figures .

Patches –35

Face to face on the day (red appointments 67 including duty Dr 335 per week.

213 routine appointment per week with GP

164 blood tests per week

25 physio per week

132 nurse appointments per week

195 HCA appointments per week

27 Pharmacist appointments per week.

DNA appointments : 199 over 17 and 27 under 17 DNA face to face appointments in the last month.

SR/JR discussed with the group that patches request are not just for a medical appointment these sometime can be admin but the route for anything admin should be a E-contact this could be private work ect SR advised Group they can access this via our website and the timeframe is not 24hrs.

SR explained that he does not have the figures for how many direct /booked patients in to hub appointments but he is aware we are one of the top refers whilst we appreciate its not ideal for patients to have to travel the funding for more appointments has been put into other locations. The importance to us at harefield is that the patient received the correct appointment in the correct timeframe this may be that the patient is signposted elsewhere for there condition. JR – explained the process we are now following in regards to DNA's. We are now running monthly reports in which the figures will be shared with the PPG group the figures will also be on our facebook group and TV in the waiting room to show awareness to the patients. Jessica also advised we have a 24/hr cancelation line and that patients do not need to hold to cancel a appointment this can also be cancelled on the nhs APP.

The PPG team kindly asked if there is anything they can do to help with this and we are all going to think of other ways we can help prevent this .

SR touched on physio first contact appointments and what this means.

One of the PPG members expressed her difficulty re Travel Vaccinations and would like us to review how we go about booking these as isn't a simple process – SR/JR agreed to look into.

DR AG gave feedback in regards to the upstairs space and there is positive movement in this and we will update accordingly when we have more information but all the talks with the needed people are happening thanks to Dr AG.

6) Practice website changes – Scott advised that there is a new link on the website which shows Referral waiting times . He advised that we have no control on how long patients need to wait to see a secondary care specialist but this link allows the patient to see .

7) Heart Month – The practice had a Saturday Blood pressure clinic this was a aim for hypertension patients to come and have a regularly blood pressure check in order to have updated files we had over 82 patients come in and 1 Child Flu vaccination also.

8) social prescribing

Some of the PPG group wasn't aware what social prescribing was SR kindly advised the team that this isn't necessarily something medical but could turn medical example :

Housing issues, Financial issues, Loneliness –

The social prescriber has knowledge and connections with local services/events that may be happening.

One of the PPG members advised that Wendy another PPG member has a walking group and asked if this could be publicised. .

9) Pre diabetic program

One of our PPG members husband HB1AC level is always fluctuating between being at risk off diabetes . Our PPG member supported her husband in going to one of the Diabetic educational sessions and gave her feedback she found the first session was amazing but since then a lot of different educators a lot of changing times and some educators are more efficient than others resulting in her husband leaving the program but positive news is he has managed to stabilize his own HBA1C massive well done. SR has asked the PPG member if they would write the feedback to us so we can pass this on the PCN.

10) measles Vaccination uptake

Scott showed the figures to the team and we are at 88% there is still a chunk of children we are trying to get vaccinated SR has been texting patients weekly in regards to booking. We have also advertised signage on facebook and in the waiting room.

The PPG group will think of other ways we could try target those whom are not booking. In the Meantime the practice has set up a isolation room if any patients have a rash or any cause for concern in regards to measles they will be sat separately from the waiting room to protect other patients.

11) Other Vaccinations/Screening levels.

SR shared the figures /screening levels in regards to other vaccinations and highlighted there was not a lot of uptake for Flu vaccinations under 65 put we presume this is covid related and patients are skeptical to receive the flu vaccination . Regardless off this the practice will still encourage all Needed immunisations.

12) Communication

One of our PPG members brought up that a patient she knows said that he has been trying to obtain medication since January was told 'he does not meet the criteria' AG explained that we are not always able to prescribe what a consultant has asked.

If you google Central north west London medicine formulary it advises everyone what the GP can/cant prescribe . (Jessica will send this over to the PPG group)

The PPG members asked if communication to patients could be more clear instead of ' you do not meet criteria' give more information of where the patients can obtain the medication if the practice are unable to. SR/JR agreed to look into this.

The PPG also mentioned they felt the communication could be better a patient they knew did not receive a booked phone call when calling back the next to day to advise this the receptionist attempted to book them in advance. SR advised that sometimes if patients miss the call they are not

able to get a call straight back but if a GP has not made the call then this should be communicated to the patient as to when they should receive a call. Jessica has given feedback to Federica reception manager .

Next meeting due : Tuesday 30th April 6-7pm.

We would like to thank our PPG for their time in arranging/participating in the PPG meeting this is greatly appreciated.

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Section 1		
Section 2		
Section 3		