



KINGS ROAD MEDICAL CENTRE

PATIENT PARTICIPATION GROUP MEETING

18/07/2014

Practice Attendees: ER, PB, FA, ZK, LW

Representative attendance: LG, KJ, PH, JF, MB, SD, AK

Introduction and welcome

Edward Rosen director of Patient Experience, Engagement and Community Participation for AT Medics welcomes all patients in the meeting and hands out PPG leaflets (available on the PPG board). The meeting minutes will be available at reception and published on the board and website for patient from 31st July.

Aims of Patient Group

The purpose of the group is to try and improve services to patients. Our aim is to give practice staff and patients the opportunity to discuss topics of mutual interest in the practice and to improve services and information provided in the surgery. The PPG group is part of a wider NHS movement to create a voice from patient prospective and create a channel of communication and improvements for patient well-being.

Ground Rules

Individual Patients will not be discussed – This was a forum for discussing issues and suggestions, individual cases of complaints were not discussed. Confidentiality must be respected and everyone's view is valid and should be respected.

Topics discussed

Propose of this new PPG group was discussed and how this panel of groups roles as PPG members from the previous group will change towards looking at a wider picture and overall patient health and well-being.

- What role PPG members can take to improve continuity of care?

One group participant recommended influencing on recruitment of surgery GP's as they leave after a very short period. A possibility of being part of the interview panel alongside management and directors was suggested. Edward Rosen explained the struggle to keep hold of young competent and enthusiastic GP is a challenge within the NHS as they strive to increase their experience by working in different fields and practicing at hospital environments. The practice manger briefly added on the changes made at Kings Road medical centre in regards to two new salaried GP's recruited in replacement of Dr Le and Dr Leahy. Dr Chieng will start mid-August and Dr Dean will start in September as our permanent GP's.

- PPG group discussed possibility to have the surgery open on Sundays. Edward Rosen explained the challenge to have doctors to work on Sundays and research indicated that staff and doctors working on weekend are majority are locums which again contradicts with the challenge of continuity of care. Practice manger shared a comment how Kings Road are open on Saturdays even before CCG enforced the opening time and out of our contract and kings road is doing this to provide more enhanced service and reach to all our patient needs.

- Edward Rosen asked the group what effects this group would have on the patient satisfaction, would this group have influence and impact on the service and outcomes.

Group representative suggested appropriate feedback procedures and have patients give feedbacks on GP's. One PPG member suggested GP's need to be more considerate and create good connection with patients especially when patient are slightly late and are not seen and patients wait far longer before being seen. One PPG member is very happy with patient experience at Kings Road and Edward Rosen continued how one good experience should be shared and acted upon to benefit the entire patient experience with the surgery and overall patient's wellbeing.

- How will we work together to improve health and wellbeing?

Edward Rosen explained the importance of health and well-being of patients is an important role and responsibility of the PPG group within NHS and not just the Practice performance itself. One PPG representative mentioned how can patients be able to change the wider effects and patient wellbeing, we should consider looking at the practice itself. Edward Rosen suggested we can build communities and promote good health, build relationship between patient and between different groups. Such as we can offer and make suggestion on how we can deal with diabetic patient, influence on leaflets and provide information or create a PPG group for diabetes patient and act on their experience and feedbacks. We can make suggestions on patients with asthma and act on their feedback or take lead on these roles to benefit the community and patients wellbeing.

Action points:

- Improve communication between the practice and the patient by sharing information and experience and acting on feedback.
- Build relationship between the practice and the patient and improve on continuity of care.
- Contribute to continuous improvement of health service by building communities and promoting good health.

**AOB: Next meeting Monday 1st September 5.30pm
we look forward to seeing you all. Thank you**