

Patient Participation Group Meeting - 17.06.20

Date

Wed 17 Jun 12:30 - 13:30

Location

Zoom Meeting

Confirmed attendees

Suzia Riasat

Other Attendees

PPG Group Members present GP - Chair BV - PPG member

Details/Agenda

1. COVID-19 Practice update

2. Introduction of Quality Improvement

3. Discussion and Survey presented by EQUIP (Enabling Quality Improvement in Practice)<https://equiptowerhamlets.nhs.uk/>

3. Open discussion about what we can improve as a group

Minutes

Covid-19 Practice Update

Dr Oremakinde (GP), Ms Riasat (Practice Manager) and Ms Penfold (PPG Chair) had a general discussion about Corona virus Covid 19 update and Penrhyn response to Covid-19.

We discussed about current PPE situation and thanked our PPG for helping practice in getting PPE face shields in this very difficult and challenging time.

We also discussed patient complaint about wearing masks. The complaint came after we sent a message about all patients wearing masks when coming to Surgery. PPG chair agreed that masks are for other's safety and they should be worn at all times. Suzia said that she will be drafting a response and sending to Complaints Manager Sonia for review. We will try our best to explain to patient the situation and how it affects other population at risk if one person is not wearing mask.

Second part of meeting was with Anna Smith, Coach at EQUIPP (Enabling Quality Improvement in Practice)

Introductions were done. PPG members were introduced to Anna Smith, our dedicated Coach for the programme. Suzia explained that a few weeks ago, EQUIP sent an invitation for pilot practices to join its improvement support programme. This is funded by our Clinical Commissioning Group.

Practice signed up to EQUIP offer to provide practice staff with the tools to create meaningful and lasting change. It will help practice to work on what matters most to them through a tried and tested Quality Improvement methodology. By doing this, Anna said that they hope to improve the lives of staff and develop a culture within practices that values bottom-up change and continuous improvement. Anna said that EQUIP hopes that they will make General Practice resilient and effectively able to manage current challenges and variation, and lead change so it can deliver even better care to patients in the future. Anna said they did anonymous staff survey and she really liked the practice and involvement of staff in decisions they make. GP asked if that she was not aware of that survey. Suzia explained that Survey was only for practice staff on how they feel about working in practice and how they feel our PPG numbers can be increased.

Anna presented Survey results and asked PPG members about their views on "Why patients are not participating more in PPG and current PPG is small"

The Group came up with different answers

- Patients looking for preferential treatment which is not voluntary
- Lack of time, some patients cannot commit because of work and children
- People need to know what is in it for them
- People don't know why they should be in PPG? What is accomplished by PPG?
- Involvement of doctors and other practice staff at meetings

We then discussed what can we do to increase PPG

- Doctor advertising PPG group while consulting patients
- Offer zoom meeting if they are working
- If we make a list of what PPG did and what they achieved maybe this will attract more patients
- Increasing Engagement through Campaign approach
- Increasing and displaying positive results

Ann asked what would be a good outcome?

We agreed in today's meeting that we would like to increase engagement in the Penrhyn Practice.

Currently we only have 5 members, out of which only 3 are actively participating. This is a lot of work for all 3 in particular Ms Penfold who has no one to share her workload. She is the one who did all meetings with CQC and CCG on their visits and she is finding it too much to take on.

We agreed we want to increase the engagement in order to make future improvements in partnership.

We agreed on a timescale of 12 weeks for this project.

Based on above discussion we set these aims for the project:

To increase the engagement in the people participation group as measured by

- Increase in shared responsibilities and actions from meetings
- Increase in membership of group
- Increase in attendance at group meetings
- Increase in number of different engagements within the meeting (how many people speak)

Actions

Actions agreed

1. Suzia to arrange another meeting on 25th June 2020.
2. Anna to start project on LifeQI portal.
3. PPG members to bring more ideas for next meeting
4. Anna will finalize agenda and send it through for BV as he cannot attend this meeting but he will send feedback and comments by email to Anna.

Related actions

Title	Notes	Due date	Assigned to	Date completed
Suzia to arrange another meeting on 25th June 2020	Anna sent the zoom link before she will be sending the invite	22/06/2020	Suzia Riasat	04/07/2020
Anna to start project on LifeQI portal	Life QI is portal to measure change and Anna will be loading the project on portal - suzia has given access to her for Penrhyn surgery	24/06/2020	Suzia Riasat	04/07/2020
Agenda to be finalised before meeting for BV feedback	Anna will finalize agenda and send it through for BV as he cannot attend this meeting but he will send feedback and comments by email to Anna	23/06/2020	Suzia Riasat	04/07/2020