**Pelham Medical Group   
PATIENT PARTICIPATION GROUP (PPG)**

**Minutes for PPG held on Tuesday 4th June at 17:30**

*See separate attendance sheet.   
Copy of presentation saved in file.*

RE opened the meeting by welcoming everyone to the group and explaining how the patient forum is an opportunity for us to share news and developments from the practice and for patients to feedback and make a positive contribution. It is confidential and not a forum for personal matters or complaints.

**Service Development and improving patient experience**

RE explained how the practice is currently working on improving patient experience. Pelham are having a new telephone system installed in the next 2 weeks. This telephone upgrade will improve the queuing system and allow patients to request a callback, so they are not waiting in the queue. It will enable the practice to monitor and report on the calls more efficiently.

Patient raised how the telephone messages are not repeated when you are in the queue. Agreed to review of telephone messages.

Patient expressed how the online access system is helpful for those who cannot use the telephone.

RE presented the increased use of patient accessing online enquires and how this had impacted the telephone system.   
Online requests are available between 7am and 3:30pm, daily.

Patient asked: You call for a GP appointment and you see a nurse, why can’t you see a GP?   
and why can’t we see our own GP, as it feels more personal because they know you.

The GP will callback within an hour and ask the patient to come in. You may see a nurse if the GP feels that clinician is suitable to you needs. The practice has nurse prescribers who are brilliant.

Patient shared how she received a call back from the GP who requested her to see a nurse practitioner. The nurse practitioner was very skilled.

Patient asked how can you triage over the telephone?   
A clinician is based in reception to assist with calls from patients and triage immediately. If the patient can share symptoms over the phone, we are able to navigate that patient to be seen by the correct clinician.

There are currently 10,500 patients registered with the practice and we have 7 GPs, who are not all full time, this is why we have other specialist practitioners to signpost patients to and give the best possible care.

Patient asked how many patients the practice can take on?  
We don’t particularly have a limit, but we have to be mindful of the pressures of the practice. Previous we were across two sites, Pelham and Humberview. We decide to close Humberview due to the struggles of manning two sites, the costs and how it was affecting patient care.

RE continued to share the associated work that is continuing managed throughout the day, pathology results, referrals and medication requests.

Patient asked about receiving test results.   
Most patients call the practice for their results. Any concerns practice will contact the patients. Patient may also receive a text with their results, or these can be accessed via the NHS App.

New members of staff:   
Dr Idahosa  
Dr Adenle  
Dr Faisal  
Nurse Lisa  
Nurse Amy

**Veteran Friendly Practice**

LM explained that Pelham is now accredited for Veteran Friendly Practice. This means, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health condition and veteran specific health services.

It is a simple voluntary online process for the practice and accredited practices are required to:   
- Nominate a clinical lead – Chris Dwyer  
- Requires minimal training  
- No additional work for the practice   
- Include it on our new patient registration forms  
- Use the correct system coding on our patient records   
- Maintain CQC “positive accreditation

We encourage all patients who are ex-forces to let the practice know, to enable us to provide the best possible care. Veterans include anyone who has served for at least one day in the armed Forces. The majority serve for over 10 years.   
Veterans are treated as a special group because the Armed Forces is different from other occupations and the risk of serious injury is substantially increased. More than half of veterans have a long-term illness or disability. Mental health problems including PTSD, are more common in veterans and a high proportion of musculoskeletal (MSK) problems and hearing problems amongst veterans.

**Communicating with patients**

LM explained how the practice is trying find better ways to communicate with patients.   
The practice has a social media page on Facebook were all practice updates and information on other local services are shared. The practice website is currently being redesigned to make it more accessible to patients. A link to the new website will be sent round to all PPG attendees to ask them to review and feedback before the website is officially published.   
The practice continues to use telephone and SMS text messaging to communicate with patients.   
We are trying to encourage patients to download and use the NHS App. We have had a representative from our IT service, in the reception area, helping patient sign up and navigate the app.   
LM explained how to access the app.

**AOB**

Patient raised how he missed a telephone call back and it was added to his record as did not answer when at work and unable to attend. Patient had stated on appointment not to call at certain times.   
RE explained e understand patients are only available at certain times due to work the GP may not always be able to call at one certain time due to demand. There are appointments available to book on the day of availability for patient.

**Close**

Re thanked all for attending.   
The next PPG meeting will be held in October.   
Details of the meeting will be sent to all in attendance and advertised on all platforms.