

The Patient Participation Group (PPG) at Elgin Clinics focused on discussing challenges with online platforms, improving the practice area and patients feedback. The meeting addressed concerns about referral pathways for physiotherapy services and discussed ways to increase patient engagement and participation in future meetings. They also agreed on strategies to improve communication and accessibility for patients, such as encouraging GP use of call screens and distributing the PPG newsletter more effectively.

5 topics:

GP survey – important to respond to this survey

Online platform – NHS app or patient's best

Debbie discussed the challenges faced by the team due to the "patient knows best" feature, which often leads to anxious patients calling the surgery before the doctors have a chance to review the results. She emphasized the need for patients to be patient and not contact the surgery immediately after receiving their results. Debbie also mentioned that the NHS app is similar to the "patient knows best" feature. Anita clarified that patients can still book appointments online, but the options are currently limited. Ross's raised a question about the alternative to using apps, to which Debbie responded that patients can simply call the surgery. The team agreed on the importance of patients being patient and not contacting the surgery immediately after receiving their results.

Patients' registrations

Expanding Practice Area and Patient Reviews

Debbie discussed the expansion of their practice area to include W2, which is within walking distance and does not require NHS England's approval. She also mentioned that their patient reviews have significantly improved, with a shift towards a more balanced age demographic. Debbie highlighted the challenges of catering to a diverse patient population with various health conditions, particularly diabetes and asthma. She reassured the team that they have not lost any sessions with the departure of Dr. Mackney as they have three doctors covering the same number of sessions. The team also discussed the need to encourage patients to adopt healthier habits to manage their conditions.

Patient experience of Access and Clinic Issues

A Member expressed difficulty in joining a meeting due to his disabilities and the requirement to use a different platform, Team, which he was unfamiliar with. Odeta clarified that patient should be able to join the meeting without paying, as it's a service accessible to the public. Debbie and Odeta agreed that Zoom is a more user-friendly platform. Debbie mentioned that the practice is launching a new smoking clinic, which is currently experiencing teething problems. a new member of the practice, expressed satisfaction with the service he has received so far

Capacity for another 200 new patients

PPG meeting on line –

Improving Patient Callout in Waiting Room

A member, who is deaf and wears hearing aids, expressed difficulty in identifying when his name was being called out in the waiting room due to his hearing impairment and the layout of the room. He suggested the use of a screen displaying the name and room number of the patient being called. Debbie, who manages the waiting room, confirmed that such a facility exists but is not currently being used by the doctors. She agreed to speak to the doctors about using the system to avoid confusion and ensure patients are correctly directed to their appointments. Ross suggested that the doctors could move to the waiting room instead of standing at their doors to call out patients' names.

Physiotherapy Referral Pathways and Services

The meeting involved discussions about changes in referral pathways for physiotherapy services. A member raised concerns about his experiences with the Msk service, which he found unsatisfactory. Debbie clarified that there are two pathways for physiotherapy referrals: Msk and Fcp, both of which are employed by the Pcn. She also mentioned that they have two clinics to reduce waiting times for Imperial, which is known for long waiting times. A member expressed his dissatisfaction with the Msk service and asked if patients have a choice in which service they use. Debbie confirmed that patients can choose their service at the point of referral, depending on their individual needs.

Improving Patient Newsletter Distribution

The group discusses the low attendance at the meeting and the distribution of the patient newsletter. Debbie explains that invitations were sent to over 3,700 contacts, and the newsletter is available on the website and in the practice. Ross expresses concern about the newsletter's limited reach, while Odeta suggests promoting it more in the future. The group debates ways to improve distribution and engagement, with Debbie asking for suggestions from other members, emphasizing that it's a collective responsibility as a patient participation group.

Patient Participation Group Meeting Plans

The team discussed the upcoming Patient Participation Group (PPG) meeting scheduled for May 6th. They also discussed the need for more patient participation and the idea of handing out the PPG newsletter at the reception when it's due. The team agreed to encourage the use of call screens by doctors and nurses to improve access and personal interaction. They also discussed the possibility of having a doctor present at the next meeting to address clinical issues. The team agreed to collect new email addresses for better communication and to send out the newsletter and links. Lastly, they discussed the possibility of having a physio explain the self-referral process for physiotherapy services.

Next Steps

1. Debbie to ask doctors and nurses to start using the call screens more frequently for patient appointments.
2. Reception staff to hand out PPG newsletters to patients when the next one is available (expected in March).
3. Debbie to organize the next PPG meeting for May 21st.
4. Debbie to invite all three GPs to attend the next PPG meeting.
5. PPG members to provide new email addresses to Debbie for future communications.
6. PPG members to email any agenda items they want to discuss at the next meeting to the Elgin Clinic's email address.
7. Debbie to include information about the First Contact Practitioner (FCP) physiotherapy service in the next meeting, possibly through GP explanation.