

**DEVONSHIRE LODGE PPG.
MINUTES OF MEETING HELD AT SURGERY 17th JULY 2024.**

1. Present

6 members of the PPG and 2 members of staff.

2. Apologies

Apologies were received from 2 PPG members and 1 member of staff.

3. Changes in PPG Membership/Officers.

After many years of valued service, including as Vice-chair, Peter Newman resigned from the PPG. The practice and PPG expressed thanks for his support and for all the work he has done, including on the Patient Survey. JH and JL agreed to jointly become vice-chairperson of the PPG. As a new member, JL provided some details of her interests which include improving accessibility for patients travelling to the practice and political interest as a Green Party candidate in the recent General Election. JL will do some fact finding about the accessibility of the practice for patients - **ACTION JL.**

4. Approval of the Minutes of the PPG Meeting of 25th October 2023.

The minutes of the previous meeting were approved without changes.

5. Matters arising from the previous meeting.

5.1 Update on Practice Web Site

The strategy for running/updating the practice web site has changed again because it has proven impossible to arrange for all the web sites of the practices in North Connect PCN to be managed centrally by the PCN, as planned. The PPG expressed disappointment about the failure of the PCN to satisfactorily implement this plan and agreed that this was grounds for a complaint to the PCN if this produced problems for the practice which were unresolved after 4 weeks. - **ACTION CE.**

The practice is currently experiencing difficulties in communications with the contractor for the practice web site and it is hoped that this contractor could be replaced with one that the Practice Manager has worked with

before and has confidence in. The practice will regularly update the "did not attend" figures on the web site to highlight the money wasted because of this **-ACTION ZH.**

5.2 Update on PPG Pages on Practice Web Site

A briefing note on the proposed web site pages written by the PPG was submitted to the practice. The web site pages were subsequently submitted to the PCN. These pages are now present on the practice web site. With regard to publishing the minutes of PPG meetings on the practice web site, it was agreed that neither PPG members nor staff should be named in the minutes to appear on the web site.

5.3 Update on Meeting with Dr. Chris Streater.

Chris Streater has not yet contacted the practice about the issues he said he would look into, notably the problems with the Dashboard discussed by the Practice Manager with him. The issue of too many NHS patients Apps (including the Care Information Exchange) discussed with him is unresolved, so the PPG will again contact the NHS about this - **ACTION CE**

6. Practice Update

6.1 Staffing

The practice is expecting to need to recruit 1-2 receptionists. The PPG asked whether the use of a staff bank would help to provide flexibility in staffing but the work in the practice is constantly changing so this would mean that even a bank of staff were available, they would still need regular training so this was not a good solution.

6.2 Liaising with CNWL + Space Issues.

A Portakabin could be used to help with a lack of space at the practice and the Portakabin Team from CNWL had visited the practice to measure up, but they did not have a Portakabin of suitable size, at least not for the next 2 years. The Practice Manager will discuss this with the Practice Partners. **ACTION ZH.** The PPG offered to help if needed by contacting CNWL.

6.3 Update on Primary Care Network (PCN).

The practice reported that the Digital Transformation Lead at the PCN had resigned.

6.4 Home Blood Testing.

Changes are taking place in the way home blood testing is being organised. CNWL was previously responsible for this service and has agreed to keep it running until the PCN and Confederation can roll-out this service run by themselves.

7. Communications with Patients.

7.1 Patient Satisfaction Surveys

The practice's rating on GoogleReviews has improved to 2.7 stars (the best possible rating is 5 stars) and the practice also gets regular updates on feedback from Friends and Family patient submissions. The practice also receives survey results from NHS England GP Patient Survey which contacts about 300 patients at random and gets about 100 responses each year. Summaries of these results were provided for the PPG to see. The 2024 result for Devonshire Lodge indicated a much better overall patient experience for 2024 compared to 2023 so the PPG congratulated the practice on this. However the questions asked in the survey in 2024 were substantially different from those asked in 2023, making direct comparisons difficult. The practice believes that NHS-based patient satisfaction surveys provide it with enough information so it was agreed to discontinue the PPG patient satisfaction survey for the time being

7.2 Social Media

Online links to examples of the way GP practices or PPGs can use social media were provided at the previous meeting. This can be investigated further if PPG members or the practice want to do so.

8. PPG Strategy for 2024.

It was agreed that the major focus for PPG strategy should be recruitment of new members. Possible approaches to raise awareness of the PPG could use the following:

- (i) The TV screen in the waiting area. The practice said that it was not easy to use this as the software expired and it was currently out of action.
- (ii) A leaflet about the PPG has previously been produced by the practice and could be distributed to patients using the surgery.
- (iii) A PPG Day could be arranged to make patients better aware of the PPG.
- (iv) A large poster about the PPG (collapsible type) could be commissioned using remaining funds held by the PPG, if cheap enough -

ACTION CE

(v) Information about the PPG produced for the web site will be sent to resident associations and Hillingdon People for publishing to encourage new members to join - **ACTION JS.**

It was agreed to produce a document listing the approaches which could be used to improve recruitment of patients to the PPG. If members have additional ideas please put them forward. - **ACTION CE + PPG Members.**

9. Any other Business

PPG Bank Account

Despite considerable efforts, it had not been possible to find a bank willing to open a new account for the PPG. As there was only a small of cash owned by the PPG, it was agreed to abandon attempts to open a new account. The £50 remaining is held in the account of JH, the new joint vice-chairperson.

10. Date of Next Meeting

It was agreed that the next meeting would take place on 23rd October 2024 at 10.30am at the practice.