

# PATIENT PARTICIPATION GROUP MEETING

28<sup>TH</sup> NOVEMBER 2024

## LISSON GROVE HEALTH CENTRE

### MINUTES

Present: SM, EC, DC, MS.

- 1) *Flu campaign updates* – MS informs that around one thousand (998) patients have had their flu jab (either here at the surgery or at the chemist) or declined it this year.
  
- 2) *PATCHS is now available in 30 different languages.* – SM says he didn't have to call the surgery in the last few months as he finds PATCHS system very efficient and uses it whenever he needs doctor's advice. MS confirms there are still other ways to contact the surgery for anyone who can't use PACTHS – by phone, by walking in or by email. EC says it's more convenient to walk in as the waiting time on the line can still be long. Patients think it's a positive news that PATCHS is translated in multiple languages now. MS informs that we also have a telephone interpreter service (language line) that allows us to have a remote interpreter for face-to-face appointments and also to have doctor, patient and interpreter on the same call for telephone appointments.
  
- 3) *Lisson Grove new telephone system.* – MS informs that our telephone system changed in April – we can now see a dashboard with incoming calls and it helps to plan reception work accordingly. Also all the calls are recorded now. SM finds the dashboard is a very useful tool.
  
- 4) *Updates about additional social services in Westminster.* – MS informs about some new services i.e. housing support, access to food information, finance advice etc. SM, EC and DC find it helpful and think the information should be shared in local communities. EC advises few public places (i.e. local library or

housing office) and says some people might really need these services. DC thinks the best way to share this information is to have it on our website.

- 5) *Automated registrations update.* – MS informs that we now have a service that helps us with online registrations for new patients. EC asked if paper version was still available on reception – the answer is yes, if new patients cannot access the online form, they still can complete the paper version in and give it to reception. However, online registration is much quicker to be added to our system. EC asked if patients from outside the catchment area can be registered with us – MS explains that we normally do not refuse new patients, but always inform them that they should register closer to where they live. If a patient has serious health issues or / and might need home visits, we will not accept the registration. It is not safe for the patient as we might not be able to provide safe and appropriate care.
  
- 6) *Same Day Access clinics.* - MS asked if patients have seen a GP at a different location. SM and DC confirmed they have been sent for Same Day Appointment to a different GP in the area and it was a good experience. MS explains how local practices work together to provide a quicker access for patients – Lisson Grove also accepts patients from different GP practices for Same Day Appointments on Tuesdays and Thursdays. EC says she had a telephone appointment with Extended Hours GP on a Saturday after calling Lisson Grove on a Friday and the necessary requests were made by that GP.
  
- 7) *Increasing the PPG attendance.* – MS asked patients how we could increase our PPG attendance. EC thinks we should make this information available in local public places, libraries, and also have coloured posters in the waiting area. MS to confirm with local chemists if this information can be displayed in their premises. SM says that patients might need more clarification what is PPG and that patients need to know that on these meetings they can ask questions or give feedbacks. MS informs patients that the next meeting is planned in 3-4 months' time – date to be confirmed.