**Patient Participation group meeting 14.00-15.00 9.5.2023**

**Present from the Practice**

Partner Doctor - Dr Haoli James

Salaried Doctor - Dr Ryan Houston

Practice Manager - Atika Hai

Recalls Manager - Sonia Hearn

HCA - Yvonne Turner-Dyer

Deputy Patient Services Manager - Jeremy Franklin

PPG Members Present: Joan Ward, Cemalye Tasin, Dorcas Abegebulge, Afet Hamamci, Lucy Palmer, Janet Athey, Malkit Bhatti, Ashok Jamagni, Lynda Howard, Sharon Martial, Annette Davids, Cynthia Campbell

DR James thanked everyone for coming and outlined the agenda. The group was notified that after a reduction of days over several years Dr Singh Marlowe has now fully retired.

**Agenda:**

1. **Discussion about adjustment of waiting room and entrance.**
2. **Childhood Immunisation Targets**
3. **Cervical Screening Targets**
4. **Access for Patients – Appointment availability and New Systems**
5. **Further points raised in meeting**

Notes on points discussed:

1. **Discussion about adjustment of waiting room and entrance. (Patient Participation Group Moneys)**

* The patients presented their concerns and would like to have more access to the waiting room toilets. This will entail taking down the partition built due to Covid. It was agreed that the cost and feasibility of this would be looked into and costs obtained with a view to undertaking this work but also maintaining the use of the hot room.
* In addition Dr James informed the group that work was needed to upgrade the sink in the clean utility which had failed the infection control audit and the above cupboard space in the minor surgery room.

1. **Childhood Immunisations Targets**

* Dr Houston – Salaried GP - Presentation regarding childhood Immunisations and ongoing changes. Childhood immunisation levels down across the board. London and Hackney lower than national average. Challenges with access, appointments, vaccine confidence, misinformation on the internet, complacency.
* Discussion around education. Suggestions from group included:
  + Holding a health education fair.
  + Using free paper HACKNEY TODAY to write an article about how important immunisations are.
  + Engaging with faith group leaders to disseminate information.
  + Making sure information was accessible i.e. translated into different languages.

1. **Cervical Screening Targets**

* Sonia Hearn- Recall Officer - Presented some information regarding the cervical smear data for the practice.
  + Of 4400 patients eligible for smear, 1117 did not attend last year.
  + 25-49 year-old patients particularly difficult.
* Discussion of potential reasons for this:
  + Cultural reasons?
  + Tests are uncomfortable – maybe some avoidance.
* There were also questions about different types of screening.
  + Prostate Screening – limitations of the PSA blood test for screening discussed. Symptom-based monitoring advised. Suggestions from group of promotional education for this
  + Breast – not run from the surgery but a centralised NHS service, group described some difficulty accessing venues where this is held as can be a bit far.
  + Bowel cancer – every 2 years after age of 60. Centralised system, test kits sent directly to patients but surgery can also arrange if the patient hasn’t received one.

1. **Access for Patients – Appointment availability and New Systems**

* Dr James - Partner – Explaining to patients about our cloud-based telephony system, Surgery Connect.
  + This means that there are more call lines open, more facility for ring backs, but also means that after 15 calls are stacked other callers cannot get through.
  + In order to facilitate all patients who need attention to get through on the lines we are encouraging self-booking using the patient app, and to fulfil a triage form to allow appointments to be prioritised. Some people discussed how it is difficult for some people who are less tech-literate to access this.
* Discussion about use of Pharmacies for minor ailments. Group suggested some education on when to use the pharmacy. Also the surgery does have the possibility to refer to local pharmacies for this kind of thing.
* The group felt that in general, access to appointments was reasonable and satisfactory at De Beauvoir, especially compared to experiences they had heard of at other GP Surgeries.

1. **Further Points Raised in Meeting**

* Spring Covid Vaccination Booster – Clinics available at Richmond Road Medical Centre, Lawson Practice. Eligible patients will be contacted to book this in. Can also call local pharmacy to add this in.

**Agreed Actions**

1. The Patient group felt that an "App Surgery" to help certain patients with online access would be useful and it was agreed this would be held.
2. Surgery to obtain costings for dissembling the partition in the waiting room.
3. Surgery to hold a health education event- participate in the PCN Health fair again if possible, explore ways to share educational information about screening and vaccinations available.