

Dr R Kumar Brace Street Surgery

PPG Meeting Minutes Monday 9th December at 13:30

Attendees: Dr R Kumar, Tracey Thomas (Practice Manager) Gurnam Kumar (Office Manager), **PPG Chair** –Paul Evans, **PPG MEMBERS** – Pat Robinson – Ashok Shamji – Balwant Kang – Jit Singh – Bakhshish Kaur – R Astbury - L Astbury – Gurnam Singh – Jiti Kaur – Gurbaksh Kaur.

Apologies: Dr M Kasliwal - Pushpa Vagadia

Agenda Item	Discussion	Outcome
New PPG Members	Welcome to all new PPG Members	Email Tracey Thomas – tracey.thomas6@nhs.net If you have any suggestions for future agenda items
Flu & Covid vaccinations	Has everyone who qualifies had their Flu jab/COVID boosters, and did they have any problems booking them?	Regarding the flu jab, the surgery has been sending emails and text message reminders to patients who can receive them, allowing them to book the jab with the nurse or the doctor. We urge you all to partake Many local pharmacies are offering a walk-in service for the Covid booster that is very quick and efficient. Alternatively, you can contact 119, and they will give you the relevant information and guidelines as to who qualifies and where the injection is available and can book an appointment for you. This can also be booked online. Influenza vaccine uptake to date: 2yrs – 3yrs 28% 6mth – 64yrs At Risk = 67% Over 65yrs = 78%
Hospital waiting and appointment times	PPG Chair has completed some research on this	It appears that waiting times are getting shorter and more efficient due to additional working hours including evenings and weekends. This is good news for all patients.
Holly Health APP	Holly Health is a Personalised health coaching platform, supporting patient self-management for long-term conditions, mental health and multi-morbidity. <i>Brace Street – Dr Kumar has partnered with Holly Health to offer patients 6 months of free habit coaching (to help sleep, exercise, eating and mental wellbeing). The app may serve as an extra tool to help feel physically and mentally better. You can sign up here: http://hly.app/drkumar-gp</i>	January 2024 - Brace Street Surgery's approach was to send a Batch SMS invite to all adults (aged 18-61) minus palliative care patients. Message sent 10/06/2024 & April 2024 107 - Signed up Not all of the PPG had received the SMS invite. Practice Manager to resend the link invite below: 48 - Completed 'behavioural health check' and set up personalised habits

<p><u>Measles-</u></p>	<p>Brace Street Surgery is offering outstanding MMR doses to any eligible adult (including Health Care Workers) who requests it with no upper age limit.</p> <p>The PPG was asked to promote the vaccination offer to anyone with babies in the family including children, grandchildren, nieces or nephews, (please note that this information will be in their red book) could you ask the parents to contact the surgery to enable them to update their records.</p>	<ul style="list-style-type: none"> • Adults are eligible if they have had 0 or 1 valid dose of MMR previously. • Antibody testing is not required pre or post-MMR vaccination. • Some unvaccinated patients may not be sure if they need vaccination, the Practice clinical lead for immunisations will advise patients as per the Green Book guidance. <p>SMS messages have been sent to patients with mobile phones regarding measles vaccinations.</p>
<p>Patient involvement Meetings</p>	<p>Now all the new staff have had time to settle in, do you think it's time to restart these meetings? I believe that all attendees of the previous meetings found them beneficial as they could have one-on-one meetings to discuss any problems (except medical) in complete confidence using the surgery motto hear to listen not to say.</p>	<p>Mrs Kumar held a meeting for Carers recently There was a good patient turnout. The feedback was very positive</p> <p>Walsall has a carer's hub - Home - Walsall Carers Hub.</p> <p>If you support someone in Walsall who needs your help due to a disability, serious illness, frailty or addiction, they are here to help YOU.</p> <p>Walsall Carers Hub provide a wide range of free support to help you in your caring role. If you provide care for someone outside of Walsall, contact your nearest Carers Support Service.</p> <p>Mrs Kumar will be organising other sessions for cancer support and diabetes support and various others in the new year.</p> <p>Please feel free to suggest to Mrs Kumar anything else you would like to include for future support.</p>
<p>SMS Service</p>	<p>The practice has set up a new service where they send text messages confirming and reminding patients of appointments and important information,</p>	<p>The feedback is very encouraging, and we think this will help with the DNA's (did not attends) saving The Dr's and the nurse valuable time by allowing them to see other patients.</p>

<p>Freedom to speak up guardian</p>	<ul style="list-style-type: none"> • The practice has in place a <i>named individual</i> as a 'Freedom to Speak Up Guardian' and is independent of the line management chain and is not the direct employer. • All staff are encouraged to raise any concern, at the earliest opportunity. • The practice will be proactive in preventing any inappropriate behaviour, such as bullying or harassment, towards staff who raise a concern. • At the last meeting Paul Evans PPG chairman was asked if he would be prepared to take on the role as guardian which he duly accepted. • However, it is understood that after the previous meeting someone else from the group expressed an interest on taking this role. Paul is extremely pleased that other members of the group have put themselves forward and he has no problems in standing down and letting this person take on the role if this is acceptable to the group. After discussing this with Mrs Kumar she expressed that in her opinion it would be better if Paul takes on this position as he is more familiar with the surgery and has time on his hands. Therefore, she recommends that Paul would be the ideal person to fulfil the position. 	<p>Paul suggested that perhaps the group should take a vote as to who they wanted as this would be the fairest solution for each candidate.</p> <p>The group decided to take the vote option and a unanimous decision was made for Paul to take the position which he has accepted and he would personally like to thank the other candidate (whoever they are) and the group for their support and he will do utmost to carry out the duties to the best of his ability.</p> <ul style="list-style-type: none"> • Tracey Thomas the Practice Manager will ensure that policies are in place and that staff know who to contact if they have a concern • The practice will build on the work of Being Open by adopting the '<i>good practice</i>' published in Freedom to Speak Up.

Family and friends

Review

Following each appointment, the Patients will now receive a text with a link to an FFT questionnaire. Practice Manager will send a monthly report of all the responses

FFT results are now being displayed on our New Practice Website www.drkumarbracest.nhs.uk

Since starting the SMS questionnaire, we have had **134** responses

- Very good = **102**
- Good = **20**
- Neither good nor poor = **5**
- Poor = **1**
- Very Poor = **6**

Comments from patients who chose Poor

- My daughter is struggling with her right hand fracture she had fracture 8 weeks ago ,she is in lot of pain and doctor isn't doing anything

Comments from patients who chose Very Poor

- Had a urine infection,18/10/2024 these said that my urine sample test it ok nothing wrong , I had to go to my local hospital, and they found that I have infection in my urine
- Doctor sounded frustrated and found him to be very harsh and rude in tone with regards to my situation. Wasn't helpful. Left in shock.
- The nurse had a poor attitude and was not very helpful. 🙄

August



The NHS Family and Friends test results ,

Sept



The NHS Family and Friends test results !

Oct



The NHS Family and Friends test results !

November



The NHS Family and Friends test results !

Comments from patients who chose Poor or Very Poor.

Comments were read out to PPG and discussed, explanations given by Dr Kumar:

1. Patient had a telephone consultation and so was asked to book Face-to-Face appointment. Dr Kumar examined patient and an X-ray was requested.
2. A urine sample can show negative in a morning and positive for infection on an evening. PPG agreed as this has occurred in other organisations.
3. Neither GP nor Nurse can recall having been frustrated or having a negative attitude towards patients. GP and Nurse apologise if patients felt they had.

Practice review of FFT Survey results:

Increase up-take of Patient access to NHS App

Practice is completing a General Practice Improvement program with the intent to improve the Appropriate appointment allocations – hopefully freeing up GP appointments

Responses to the question: ***What we could do better?***
Are documented on Feedback forms August – November 2024

- *N/a*
- *Everything is fine*
- *Absolutely nothing, it's a brilliant run surgery*
- *More appointments 😊*
- *U R DOING VERY WELL*
- *Everything Was ok*
- *Everything is good*
- *All good*
- *Make it easier to access NHS GPS and hospital files I have Alzheimer's and have to ask someone else to access for me*
- *Honestly, there is nothing I can think of.*
- *All well managed, according to me 😊*
- *No thank you. All is well.*
- *Ok*
- *Nothing A1 service*
- *It was done better can't do better than that thank you*
- *Impossible to improve on excellent service*
- *All good*
- *Too much waiting time*
- *Don't know*
- *Good 👍*
- *I can't think of anything that could be done better all I can say is keep up the good work you do a fabulous job*
- *Nothing*
- *Re train your receptionists. Make it clear who we need to speak to at surgery when we need to complain in person.*
- *Nothing*

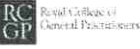



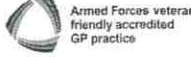
Care Navigating patients

- Referrals to Pharmacy,
- MSK – Patient can self-refer - Walsall MSK physiotherapy has now gone live with a Digital self-referral process and patients can self-refer through this link, which the practice will send, to access MSK physiotherapy services.
- Social prescriber

Complaints Leaflet -



Complaints Leaflet
2024.doc

<p>Veteran Friendly</p>	<p>We have committed to being a veteran friendly practice Knowing who our veterans are</p> <p>Staff understanding the needs of veterans, being aware of, and using veteran specific referral pathways. (Training in process). Veterans are more likely to have Long-term illness, disability, a common mental health disorder, drug and alcohol-related problems, mood disorders and PTSD. Musculoskeletal disorders such as arthritis lower back, hip and knee pain, difficulty hearing and smoking related illness.</p>	<div style="text-align: right;">   </div> <h2 style="text-align: center;">Veteran Friendly Practice Accreditation</h2> <p style="text-align: center;">Presentation for the practice team</p> <p style="text-align: center;">Brigadier (Retd) Dr RG Simpson FRCGP RCGP Veterans Champion</p> <p style="text-align: center;">Wing Commander (Retd) Dr Emily Brookes MRCGP RCGP Veterans Champion</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  3T~1.ppt </div> <div style="text-align: center;">  </div> <div style="text-align: center;">  </div> </div>
<p>Any other business</p>	<p>Wishing you all a wonderful festive season and health, wealth and happiness for 2025</p>	
<p>Date and time of next meeting</p>	<p>March 2025</p>	<p>TBC</p>

 19th December 2024

 19th Dec 24