ADELAIDE PATIENT PARTICIPATION GROUP (PPG)

MINUTES

Wed 26 February 2025

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| **Present:**  Belgin Bozsahin (Practice Manager )  Cathy Katz GP  Hilary Lance (Chair)  Jamila Heinecke  Natasha Leith-Smith  Sheila Rossan  Vanda Renton | **Not in attendance:**  Bee Thompson  Carlie Newman  Graham Williams  Juan Schehtman  Mark Agathangelou  Michael Fletcher  Sara Katchi |

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| **Outcome** | **Action** |
| 1. **Attendance**   As above |  |
| 1. **Practice update**   Dr Stephanie Freedman is going on maternity leave in March.  Dr Abby Bathgate is returning from maternity leave also in March. |  |
| 1. **Referrals to secondary care**   AMC is a high user of the Advice & Guidance system (A&G), and it is much appreciated by the Adelaide GPs. It is not an acute service . Its value is in areas of complexity or lack of clarity about diagnosis or treatment. The new introduction of payment for using the service is very unlikely to change the way the GPs use this service.  As it is in written format it provides an essential audit trail - unlike the Consultant Connect App which is verbal and with no audit trail. A&G is a service also valued for its educational impact and is reassuring for both GPs and patients. |  |
| 1. **Patient Feedback**   4.1 Friends and family test  The chair and PPG regularly monitor feedback from patients via surveys and the Friends and Family Test (F&FT). Over a seven-month period (June 24 – Jan 25) 160 F&FT forms were submitted showing very positive results about how likely the patients were to recommend the Practice  108 comments were submitted: of which 94 were positive or extremely positive . There were 14 comments which were negative or making suggestions for improvement / changes because of the patient experience. See the Practice website for more information  4.2 The 2024 National Patient Survey  The practice scored well above the national average on all questions in the 2024 survey. There were six ratings for “Accessing the Practice”. 80-97 % of respondents rated the Practice a good or fairly good. There were another six a rating experience “At the last appointment” and Adelaide respondents scored us 92 -97% as good or fairly good.  Full details of the survey results are available on the Practice website |  |
| 1. AOB    1. **Discharge from RF Hospital**   Concern was expressed about vulnerable elderly people discharged from hospital without any follow up checks as to how they were managing (especially on Fridays or at weekends).  The initiative must be with the hospital not the Practice which is in no position to know about timing nor to assess vulnerability on discharge (discharge letters take time to reach the GP and there are many of them). It was recognised this was a complex issue for all hospitals and it needs a NCL ICB wide approach. In May24 it was agrees that the Practice to explore liaison with RFH Support Hub re AMC nurse role supporting patients with an ongoing need at home.   * 1. **Camden Public Engagement Group (CPPEG)**   The value the group has been formally acknowledged by the NCL Camden and it will now have admin support from Jack Phillips (the new Martin Emery)   * 1. **Provision of leaflets for patients**   Belgin to meet with Jamilla , Graham & Hilary to agree a way forward within the context of e.g reduced provision of leaflets and other changes  **5.4 2004 Annual report**  Now on the website   * 1. **HS2 work (restarting in August): availability of disabled parking near the practice**   The practice is always informed of in advance work planned and hopefully can be addressed then | Belgin to raise this issue at the Clinical meeting  Natasha, wearing her RFH governor’s hat, to meet with the RFH Support Hub  Belgin, Hilary , Jamila and Graham  Belgin |

Next Meeting: to be decided

HL/Feb 25