

# *The New Surgery*

## *Patient Participation Group*



### **Meeting Agenda 14<sup>th</sup> October 2015 12:30**

**Attendance:- Dr Jolly, VC, DM DF, ES, RDB, CF, RJ, HP, EK**

#### 1. Welcome and refreshments

Varsha Welcomed everyone – had a quick induction from all member's as we had new members who attended the PPG group. Denise informed that she is the smoking cessation advisor and has been the top achiever in Hammersmith and Fulham and won first prize in the last 2 years. Many patients agreed as Denise had helped them quit smoking.

#### 2. Start of meeting by Introduction of new members

**Introduction**:- Varsha (Practice Manager) thanked everyone for attending – everyone introduced themselves as we have new members who has joined the existing PPG (patient Participation Group). Varsha discussed the following briefly:-

**Explanation** – the aim of the group is for a selection of patients and practice staff to meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice. Ground rules were discussed on the following - This group is not a forum to discuss medical needs and concerns of individual. These sessions are not for any complaints.

**Objectives** – we would like to develop communications between patients and the practice and to explore new services requirements.

**Purpose of Patient Group** – to give patients and staff opportunity to discuss topics of mutual interest in their practice.- to provide means for patients to make positive suggestions to the practice about healthcare.- to encourage health activity within the practice. - And also for the group to act as a representative that can be called upon to influence the local provision of health and social care.

#### 3. Discuss minutes of last meeting

#### **Action from previous meeting**

Action Agreed on 04.03.2015	Outcome
Friends and Family Test (FFT) Comments - To add all Friends and Family Comments onto the practice web-site and keep a copy	Added to the practice website and also on the waiting room notice board on the 18.03.2015

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in waiting room. Keep update of changes within the practice due to the FFT	
Telephone Triage - Create guideline on telephone triage	On-going Added poster in waiting area notice board. All reception staff are giving patients choice of telephone consultation appointments. We triage the same day appointments and has been working well.
Obtaining more patients email address - Easy communication method to contact patients can send out instant messages regarding services provided within the practice	On-going All reception staff ask all patients for their email address –once received confirmation a verification email is sent for patient to confirm consent. Introduce to the new registration pack for all new registered patients

#### 4. CQC – Care Quality Commission update

We have made many changes and have improved services and care for our patients – we have monthly audits on our health and safety, infection control procedures.

We have become a dementia friendly practice – staff are undergoing training. We are all trained and have made changes in the 5 Care Quality Commission Categories

- **Safe** - we mean that people are protected from abuse\* and avoidable harm,
- **Effective** – we mean that people’s care, treatment and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence.
- **Caring** - we mean that staff involve and treat people with compassion, kindness, dignity and respect
- **Responsive** - we mean that services are organised so that they meet people’s needs
- **Well-Led** - we mean that the leadership, management and governance of the organisation assures the delivery of high-quality person-centred care, supports learning and innovation, and promotes an open and fair culture.

Varsha informed that we would be inspected by the CQC and they would like patient PPG group to attend on the day, so will be contacting patients for their support in attending. We will only be getting 2 week notice. All members agreed and will attend when needed.

#### 5. Patients Questionnaire-

- Are Patients aware of Summary Care Records - SCR,
- Are Patients aware of Electronic Prescribing Service – EPS
- Telephone – have you had experience with telephone automated appointment booking (Patient Partner) - comment
- Do you know who your Named and Accountable GP is?

HP – mentioned that she had booked an appointment on Patient partner and the appointment was not confirmed it cut off. Patient was unsure if the appointment

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had been booked or not so called the surgery back to speak to a receptionist who confirmed it had been booked. Denise realised a patient had booked 7 appointments on one day as he did not get confirmation either. ES has never accessed – HP found very useful and convenient.

### 6. Updates on Practice Services-

**EPS** – this is a service provided to all our patients and have been live since November 2014 –

GP practice will be able to send your repeat prescriptions electronically to a pharmacy of your choice.

EPS can save you time picking up your medicines

EPS gives you more choice of where to collect your prescription

EPS makes it easier to cancel and re-issue your prescription

This will make ordering and collecting your prescriptions faster and easier

Posters are added waiting area, reception staff have introduced to patients and updated on our practice website. Patient queried that before they had messages on the right hand side of the prescription ie to book appointment for a blood pressure check – how will we get this information know. Varsha informed all patients that we still can add messages to your prescription and the pharmacy needs to give this information to the patient when they go and collect their medications. Varsha suggested to add a message to Mrs ES prescription as she is due next week to request for a BP check and observe if this information is given by the pharmacy to the patient. Deana will remind the clinician who issues the medication to add this information on the right hand of prescription. Patient also queried that they do not get the full repeat right hand side of prescription from pharmacy. Mr RJ also confirmed that he had gone to collect his prescription from his chemist and they gave him another patients (his brothers) medication - Dr Jolly advised to always check all medications before leaving the pharmacy.

Very useful if you are on holiday (within the UK) you can call the practice if need meds and give us your closest Chemist – if on our listing we can send an electronic prescription to them.

**Weekend Plus** – this service is provided to all our patients who need to see a doctor or nurse in out of hours times – leaflets provided with full details and added on practice website and poster in waiting room. DR Jolly explained that these appointments are routine GP appointment – providing 7 day opening services within Hammersmith and Fulham. We can book an appointment for the practice nurse as well for wound checks, smear test, diabetic check and other general check-ups excluding child immunisation and travel vaccination. This is not for emergency use-all emergencies need to go through the normal NHS111 system unless it is chest pain then 999. Mr RB - commented on there is no telephone number to book or cancel appointment – Response was patients are to contact us at the surgery during our opening hours to make the appointment or cancel the appointments.

**Named GP** – from the 1<sup>st</sup> of April it is part of GP contact to inform all registered patients that their registered GP is their named GP who will have overall responsibility for the care the surgery provides. Patients can continue to see any GP of your choice.

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Numed TV screen— this is a new call in system provided to the practice – Patients feedback was they are very happy with the new call in system which has a loud dingdong when a Dr calls the patient. Patients and doctors name as well as the room to go to appears on the screen. Varsha and Denise are in the process of adding more practice information details ie new services, opening times, flu vaccination clinics date and time and some health information with noise.

### 7. open discussions

- **Friends and Family** – discussed all the Friends and family comments received from April 2015 to September 2015 – given all patients handouts – Dr Jolly mentioned that these comments have been taken seriously and have made the appropriate changes where necessary.
- Dr Jolly informed the group of her retirement at the end of October and Dr Seth will become the senior partner and Dr Emily Weston-Price will become a partner.
- DNA – Mrs ES asked if patients could reply to the text message if they cannot attend. Denise added that the service does not provide sms reply and will be difficult to manage.
- ES asked if a poster could be put up at the entrance door to direct patient to use the hand sanitiser before entering the reception/waiting area.
- **Healthy Living** – discussed about the Ealing Council exercise Referral Scheme – this is a 12 week tailor scheme package for people with or at risk of developing health problems. Patients need to be referred by their GP. There is a cost to the service.
  - Initial consultation - £10.00
  - Monthly payment - £25.00
  - 12 weeks payment - £58.00

8. **Sum-up** - ES, HP and RJ would like to be invited to the next PPG meeting. Dates will be confirmed. All agreed to the following action points.

Action agreed on 14.10.15	Who to complete	Date and outcome
Complete questionnaire	Varsha – to prepare questionnaire and distribute them to patients	
Poster for use of hand sanitiser for all patients – to add poster on second door entrance	Denise to prepare and put up	
Add message to ES prescription ie book app for BP check – to see if pharmacy action	Deana to remind Dr's to add message when EPS prescription (medication due next week – usually requested by Chemist.	
Add Friend and family comments on the website with the “what we have done comment”	Dee to add to website.	

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Add more information in the new call in TV system (Nured)	Varsha and Denise	