

---

# 306 Medical Centre

## Patient Participation Group Meeting

---

**Date:** Thu 15 March 2018 (Revised from 8 March 2018)  
**Time:** 12.30pm  
**Place:** Waiting Room

	<b>Agenda Item</b>	<b>Timings</b>
1	Meet, greet & eat	12.30
2	Welcome & Introductions	12.30 – 12.35
3	Minutes of the last meeting and any matters arising	12.35 - 12.45
4	Commissioning update and Locality Group Meeting (if any)	12.45 – 12.55
5	Update on agreed 3 Priorities for the year	12.55 – 13.10
6	FFT – 6 monthly data	13.10 – 13.30
7	AOB	13.30 – 13.40
	Date of next meeting	

**Proposed dates for future practice PPG Meetings 2018:**

---

Thurs @12.30pm: 14 Jun, 13 Sep, 13 Dec

**306 Medical Centre**  
**Minutes of PPG Meeting held on Thu 14 Dec 2017**

**Present:** **Staff:** Dr M Chawdhery (MC-GP), Mo Dawood (MD-PM),  
**Patients:** Richard Cooke (RC), Phillip Lipsidge (PL), Khurshid Qureshi (KQ), Richard Harwood (RH), David Pickard (DP), Sandra Floy (SF), Jean Halden (JH), Kwame Ocloo (KO)

**Apologies:** **Patients:** [Redacted]  
 (Redacted)  
**Staff:** Safiya Ali-Ibrahim (SA-Nurse)

	Agenda Item	Timings
1	<b>Meet, greet &amp; eat</b>	12.15 - 12.30
2	<p><b>Welcome &amp; Introductions</b></p> <p>Heartfelt condolences to Mrs Halden on the sad passing away of our PPG Member, Mr Halden and Mr Halden's contribution to the group acknowledged.</p> <p>Welcome to new member, Sandra Floy.</p>	12.30 – 12.35
3	<p><b>Minutes of the last meeting and any matters arising</b></p> <p>Minutes agreed as accurate after 3 minor typographic corrections.</p> <p><b>Matters arising therefrom:</b></p> <p>Page 3 No 5 Priorities for 2017:</p> <ol style="list-style-type: none"> <li>Mr Ocloo suggested that patients who did not attend and failed to cancel should be sent a warning letter and DNA information should be shared widely including in the practice newsletter.</li> </ol> <p>A discussion on the display of DNA information (Appendix 2) took place and it was agreed that this should be included in the appointments priority when priorities were agreed later in the agenda.</p> <p>Mr Harwood pointed out that it may be helpful to cost out time lost in the last 6 months when 715 appointments wasted. This was costed out at £15 per appointment and totaled £10,725 time and money lost to the NHS as a result of missed appointments at the practice from June to Nov 2017.</p> <p>Mr Pickard pointed out that at dentists missed appointments incur a charge of @£20.</p> <p>Also a reflection on the processes when a patient was 10 minutes late took place. MD advised in the national practice managers group he had noted that a number of practices only allowed 2-5 minutes late and their rationale was that any more than 5 minutes delay would not leave a clinician sufficient time consultation time to make an effective assessment. It was also felt that that would mean all the patients would be delayed and this may also have consequences for practice team finishing later.</p> <p>It was asked how the practice handled patients who were late. The practice policy as</p>	12.35 - 12.45

	<p>advertised in the waiting room required anyone late by 10 minutes to usually re-book their appointment. In exceptional cases where there is an underlying clinical issue exceptions are made on a case by case basis at the discretion of the practice. However it was agreed that some basic rules such as this one ensured that there was some discipline and mutually understanding of expectations. Thus ensuring smooth running of the practice.</p> <p>Sometimes when patients were late they would remind staff in reception that it was not fair as previously they have had to wait when surgery was running late, so why can the same not apply to them. In response MD gave a bus example. When a person gets to the bus stop early they have to wait for the bus. If the person arrives at the bus stop late, the bus leaves without them. However if on one occasion the bus is running late and the person is also running late, he/she may be lucky and on that occasion may be able to get on the same bus. This same concept would apply if we replaced the bus with a GP.</p>	
4	<p><b>Commissioning update and Locality Group Meeting (if any).</b></p> <p>Update given by MD on the implementation of the following:</p> <p>a) NHS Southwark under QUIPP programme to improve quality of care whilst making efficiency savings and as part of this programme carried out a consultation in August to obtain patient views and implemented the following effective in November 2017:</p> <ul style="list-style-type: none"> <li>• <b>Malaria Prevention Medication:</b> Provided on NHS prescriptions since 1996 in LSL. National guidance since 1995 stated that anti-malarial prophylaxis should no longer be prescribed on NHS Prescription but LSL made a local decision then. A decision has now been made to revert to national policy and NHS Southwark no longer supports the routine prescribing of malaria prevention medicines on the NHS for travel abroad. (<a href="http://www.southwarkccg.nhs.uk/your-health/your-medicines/Pages/Anti-malarial-medicines.aspx">http://www.southwarkccg.nhs.uk/your-health/your-medicines/Pages/Anti-malarial-medicines.aspx</a>)</li> <li>• <b>Medicines Over The Counter:</b> NHS Southwark no longer supports the routine prescribing on the NHS of medications for short term illnesses and minor conditions, and health supplements.</li> <li>• <b>Travel Vaccines:</b> Certain travel vaccines will no longer be available on the NHS for travel abroad. However this indicator does not have much impact on our practice as we always followed the guidance and only provided vaccinations that are now listed on this</li> </ul>	12.45 – 12.55
5	<p><b>Update/Agree 3 Priorities for the year 2018</b></p> <p><b>Priorities discussed and there was consensus on the following for 2018:</b></p> <p>2. Priority 1: Review appointments and strive to maintain wait times for routine appointments to within 7-10 working days (locality cluster agreed) and review and publish;</p> <p>Monthly DNA to enhance patient awareness and;</p> <p>Patients who fail to cancel 3 or more appointments in 6-12 months to be sent a warning letter reminding them that they risk being removed from the register. Exceptions allowed on medicals grounds at the discretion of practice.</p> <p><b>Update:</b> At the time of the meeting the next available routine appointment with a GP was in 6 working days. The practice compared very well in the locality in meeting patient appointments demand and referred very few patients to the Extended Access Centre.</p> <p>DNA data shared – as available on practice website (June – Nov 2017)</p>	12.55 – 13.10

	<p>3. Priority 2: Premises Refurbishment Plans discussed. These included remedial works to automatic doors, painting and decorating, replacement lighting.</p> <p>4. Priority 3: Practice Newsletter twice yearly Spring and Autumn - Maintain</p>	
6	<p><b>Complaints/NHS Choices Feedback</b></p> <p>One positive NHS Choices comment shared with group. MD advised that another was removed by NHS Choices when challenged on factual basis as it seemed a little bizarre and in no way reflected events that may have taken place at the practice.</p> <p>MD informed the group that no serious complaints had been received in the last 12 months and any minor operational issues were swiftly dealt with. The practice strives to ensure that patients have a positive experience and has an open and transparent culture.</p>	13.10 – 13.30
7	<p><b>Open Item</b></p> <p>Mrs Halden attended the Appointments in GP Practices Healthwatch Event and informed the group that it was interesting and well attended. She brought some copies of the Healthwatch GP Appointments presentation.</p>	
8	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>• Mr Ocloo suggested that noticeboards whilst structured should be given headings as he had suggested previously and agreed for action.</li> <li>• Mr Ocloo pointed out concerns regarding local chemists and issues obtaining timely prescriptions. He gave an example when he had to collect a prescription he was advised by the chemist on a Saturday it was not there and when he queried it with the practice it was confirmed that it had been electronically been signed at 6pm on Friday.</li> <li>• Mr Harwood gave an example when his prescription delivery was late due to chemist staff sickness. However as he usually ordered his medication in good time up to 10 days early by the time he needed it, that it arrived. Mr Pickard have a similar example and suggested it may be good exercise for some to drop the request into the practice personally as the exercise in the process may also be beneficial to their health.</li> </ul> <p>MD explained that the practice could do very little in this area and the practice had daily challenges with patients allegedly being misinformed that their prescriptions had not been received at the chemist due to practice delay, when in fact either the request from the chemist came late or had never arrived. Sometimes the practice was placed under pressure to issue prescription as the patient was at the chemist to collect an item that had not been ordered and the chemist would suggest that if we did not oblige they would send the patient to us. He reiterated that the practice usually strived to help, but we had to ensure this was done safely and requests were prioritised on a case by case basis.</p> <p>MD explained that GPs had allocated dedicated time to sign off any prescriptions, to ensure they were focussed on the task and to allow them to do so safely</p>	13.30 – 13.40
	<p><b>Date of next meeting agreed: 8 March at 12.30pm</b></p> <p>The meeting was brought to a close at 1.45pm with exchange of good wishes and some mince pies for the festive season.</p>	

**Proposed dates for future Meetings 2018: Thursdays @12.30pm: 8 Mar, 14 Jun, 13 Sep, 13 Dec**

## Appendix 1: NHS Choices Feedback

**Joseph Bailey** gave The Three Zero Six Medical Centre a rating of 5 stars

**Great service - can't really fault it**

I've lived all around London over the past ten years and have recently settled in East Dulwich. The service I've received from this surgery (nurses, both doctors and reception staff) has been exceptional. Both doctors really take the time to understand the issue and don't just palm you off with a script. They are friendly, approachable, caring and knowledgeable. I would recommend this surgery to anyone in the area.

Visited in October 2017. Posted on 20 October 2017

**The Three Zero Six Medical Centre** replied on 30 October 2017

Dear Mr Bailey

Thank you for taking the time to share your positive experience with us on NHS Choices. It is always reassuring when our efforts are acknowledged and appreciated. I will share your kind words with the practice team.

Thank you once again.

Stay well

With kind regards

Practice Manager [www.306medicalcentre.nhs.uk](http://www.306medicalcentre.nhs.uk)

## MISSED APPOINTMENTS COST THE NHS TIME & MONEY



**Please cancel your appointment if you no longer need it,  
so it can be offered to someone who needs it.**

Month	DID NOT ATTEND (DNA) & DID NOT CANCEL APPT
JUNE 2017	118 appointments (7% OF ALL APPOINTMENTS)
JULY 2017	105 appointments (6% OF ALL APPOINTMENTS)
AUGUST 2017	99 appointments (6% OF ALL APPOINTMENTS)
SEPTEMBER 2017	126 appointments (7% OF ALL APPOINTMENTS)
OCTOBER 2017	141 appointments (8% OF ALL APPOINTMENTS)
NOVEMBER 2017	126 appointments (7% OF ALL APPOINTMENTS)

**6 Monthly Data June 2017 – Nov 2017**

