306 Medical Centre
Minutes of PPG Meeting held on Thu 16 June 2016

Present: **Staff:** Mo Dawood (MD-PM)
Patients: Phillip Lipsidge (PL), Kathleen Lipsidge (KL), Kwame Ocloo (KO), Richard Cooke (RC), Ronald Halden (RH), Jean Halden (JH), Richard Harwood (RH), Beatrice Adeosun (BA),

Apologies: **Patients:** [redacted] (redacted)

	Agenda Item	**Timings**
1	**Meet, greet & eat**	12.15 - 12.30
2	**Welcome & Introductions** Introductions - A big welcome to all.	12.30 – 12.35
3	**Minutes of the last meeting and any matters arising** Minutes approved after some minor typographic corrections made on page 2 (No. 5.2 bullet 3), page 5, page 6 and after taking into account the suggestion that abbreviations on page 7 such as GMS, PMS and KPI should be written in full. Matters arising – Page 7 (7b) MD gave a brief explanation about General Medical Services (GMS) and Primary Medical Services (PMS), explaining that GMS was centrally negotiated and PMS was locally negotiated. He explained that in essence both are very similar and it is the view that a patient should not be disadvantaged irrespective of the contract of their local GP.	12.35 - 12.45
4	**Commissioning update and Locality Group Meeting (if any).** Mr Ocloo explained that difficulties of attending the locality PPG at Cambridge House. MD explained that the Southwark CCG was aware of the challenges of engaging with patients and had now set up an online network and encouraged all members to sign up and contribute. Leaflet shared To Register visit: www.myppg.co.uk/register. Practice Code: SOUCCG	12.45 – 12.55
5	**Agreed 3 Priorities for the year 2016** It was felt that the practice had achieved well in 2015 with numerous improvements supported by the PPG, such as automatic doors, additional ramp at the front, bike/buggy parking facilities, landscaping the garden area to act as a children's play area, appointments' check-in screen, sound-proofing nurse's room wall which backs into the waiting area, new waiting room chairs and other	12.55 – 13.10

	building improvements etc. 1. **Priority 1: Review appointments and strive to maintain wait times for routine appointments to within 7-10 working days – locality cluster agreed** • This was considered reasonable and currently appointment wait times for any GP usually 5-8 days but does sometimes increase for named GP and holidays. • Choice of appointments provided, from early morning to late evening and these can be booked in person, by telephone or online, but for practical reasons not be email. Online availability increased to over 40%. Telephone appointments also offered • Mr Harwood pointed out that that was reasonable considering previously the wait time was about 3 weeks. MD explained that we would strive to offer routine appointments within 7-10 working days but nearer to the 7 working day mark 2. **Priority 2: Further practice developments – Gate at the front to patient access & setting up a Meeting/Common Room on the top floor** 3. **Priority 3: Practice Newsletter twice yearly Spring and Autumn – 1st Issue Spring 2016 circulated.**	
6	**GP National Patient Survey/Friends and family Feedback** • **Friends and Feedback Mar, Apr & May Reviewed:** Feedback generally very positive and the positive comments had consistent themes. Circulated Data now published on the website and copies on noticeboard: **Mar 2016** **88%** **9%** **3%** **Recommended: 27 positive comments** **Passive** Nil Comments **Not Recommended** ✓ Because a GP is not a specialist, and my condition requires a Specialist at all times. I am a hypothyroid patient, and my GP looks at my test results, tells me that everything is Fine and i should come back if I feel Same Symptoms After 3 months to repeat the tests. Thyroid patients should have blood tests every 2 months plus the Scan Test. ✓ Dr made me feel uncomfortable, she was rushing, I have to come back few times because there is not enough time, only 10 minutes per visit ✓ The wait to see a doctor once an appointment has been made is too long. We waited an hour for a baby who has an appointment to see a doctor. Babies should be fast tracked	13.10 - 13.30

- ✓ Appointments always run late to see the doctor. Currently a 35 Min delay and this is 3rd or 4th time in a row. Need to be able to rely on appointment times (give or take 10-15 mins) and that's not possible

Apr 2016
91% **4%** **5%**
Recommended: 28 positive comments

Passive
- ✓ I can't get another appointment to get the implant until June and when I do it is in the middle of the day which is not good for people with jobs. But the people are quite friendly.
- ✓ The GP Nada Mujic is fantastic but prior to that I received bad service from other GPs. Also it is very difficult to get an appointment less than three weeks in advance

Not Recommended
- ✓ The doctor didn't seem to take my concerns about my 18 month-old daughter seriously then she refused to write a referral for an occupational therapist, which my other daughter's nursery has asked for twice. Horrible experience. Almost left in tears. After months of promising myself to go somewhere else, that was the last straw

May 2016
87% **11%** **2%**
Recommended: 28 positive comments

Passive Nil Comments

Not Recommended
- ✓ Appointments are very hard to get (the practice is obviously oversubscribed) and the GPs clearly don't have enough time to review your symptoms fully.
- ✓ The GP was unable to give me anything that would aid my recovery so there would be no point recommending a friend with similar care or treatment.
- ✓ No treatment recommended just taking more painkillers no referral to specialist only given after strongly insisting but bad condition carried on for over 3 months
- ✓ Poor response to late repeat prescription. 48 Hour turn-around unacceptable. Very understaffed - get an apprentice
- ✓ Staff always annoying but I have been told the next appointment with my GP will be 17 June. Its 11 May today

- Comments in the main were usually positive but inevitably a very small proportion of negative comments were also received.

	• On average every month about 50 responses received by sms. • It was felt that it was always good to reflect on good and bad. The feedback gave a general snapshot of patient experience, highlighting any improvements required. • It was agreed to keep the situation under review to try and identify any consistent trends they may need looking into to improve patient experience. • **NHS Choices feedback -** No reviews received on NHS Choices	
7	**AOB** a. CQC Visit – Dr Chawdhery was not able to attend the meeting but on her way to another meeting came in to extend her thanks to Mr & Mrs Lipsidge, Mr Ocloo and Mr Cooke for taking the time to attend on the day. b. Feedback from CQC visit was received from PPG members and noted. There were some questions asked which they were unable to answer fully. c. Mrs Halden gave an update on the Breathe Easy Support Group, which meets in the Church Café on the last Tue of the month. She pointed out that they have had speakers previously but the next meeting will be informal. MD offered to attend a meeting to answer any questions relating to general practice services. MD suggested Will Harvey from SAIL may also be happy to attend to give an overview on SAIL. Mrs Halden mentioned that the funding may be coming to an end soon and Mr Ocloo suggested to try Neighbourhood Fund scheme. d. SAIL Navigator – Will Harvey to be based at the surgery fortnightly on Thu to review referrals. He would be happy to attend the next meeting. e. Patient Care Support Services now taken over by Capita. They are responsible for managing patient medical records amongst other things and now medical records are sent to Preston under the new arrangement. f. New MyGP app now available for patients, who will get a link with their SMS appointment reminder, to allow them to download the app. The app can be used to book appointments amongst other things. MD explained that the practice would not be partial to one app and would other apps in the future if they were compatible and practicable as platforms to enhance patient access.	13.30 - 13.40
	Date of next meeting agreed: Thursday 8 Sept 2016 @12.30pm	

Meeting closed at 1.50pm

Proposed dates for future <u>Meetings 2016</u>:
Thursdays @12.30pm: 8 Dec