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# 306 Medical Centre

## Patient Participation Group Meeting

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**Date:** Thu 14 Dec 2017  
**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/Agree agreed 3 Priorities for the year	12.55 – 13.10
6	Complaints/NHS Choices Feedback	13.10 – 13.20
7	Open Item	13.20 – 13.30
8	AOB	13.30 – 13.40
	Date of next meeting	

Proposed dates for future practice PPG Meetings 2018:

**Thurs @12.30pm: 8 Mar, 14 Jun, 13 Sep, 13 Dec**

**306 Medical Centre**  
**Minutes of PPG Meeting held on Thu 21 Sept 2017**

**Present:** **Staff:** Mo Dawood (MD-PM), Safiya Ali-Ibrahim (SA-Nurse)  
**Patients:** Phillip Lipsidge (PL), Kathleen Lipsidge (KL), Alan Robertson (AR), Khurshid Qureshi (KQ), Richard Harwood (RH),

**Apologies:** [Redacted]  
 [Redacted] (Redacted)

	<b>Agenda Item</b>	<b>Timings</b>
1	<b>Meet, greet &amp; eat</b>	12.15 - 12.30
2	<b>Welcome &amp; Introductions</b>  Dr Chawdhery attended just to say a quick hello as she had to be at another meeting ( Care Planning)	12.30 – 12.35
3	<b>Minutes of the last meeting and any matters arising</b>  Minutes Agreed as accurate  a. (AOB 7a) – MD advised that the surgery had an ‘enter and view’ visit by Healthwatch to review patient experience with appointments as part of their planned local visits.  The visit went generally well but the surgery has not received any formal feedback. The Healthwatch team spoke to patients attending on the day to gauge their views about their appointments experience. It was however felt that the outcome would be quite subjective as the sample may not necessarily represent the practice population.	12.35 - 12.45
4	<b>Commissioning update and Locality Group Meeting (if any).</b>  Update given by MD with discussion:  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 on:  <ul style="list-style-type: none"> <li>• Anti-malarials were provided on NHS prescriptions since 1996 in LSL. National guidance since 1995 stated that anti-malarial prophylaxis should no longer be prescribed on FP10’s but LSL made a local decision then. A decision has been made now to revert to national policy.</li> <li>• Medicines Over The Counter: Specifics of this indicator under discussion.</li> <li>• Travel Vaccines: Certain travel vaccines will no longer be available on prescriptions.</li> <li>• Due deliberation on this took place and different patient scenarios discussed.</li> <li>• The outcome of the consultation was that the CCG would proceed to no longer provide travel vaccinations and anti-malarials on prescriptions. The specific</li> </ul>	12.45 – 12.55

	guidance for the areas in the consultation would be circulated soon for implementation.	
5	<p><b>Agreed 3 Priorities for the year 2017</b></p> <p><b>Priorities discussed and there was consensus on the following for 2017:</b></p> <ol style="list-style-type: none"> <li>Priority 1: Review appointments and strive to maintain wait times for routine appointments to within 7-10 working days (locality cluster agreed) with at least 50% of all appointments offered online. <p><b>Update:</b> At the time of the meeting the next available routine appointment with a GP was in 4 working days.</p> <p>Lost appointments were costing the NHS time and money and impacting on patients with longer wait times. In June 2017, 75 appointments lost (12%) and July 2017 72 lost (11%). It was felt this was generally high considering the practice had introduced SMS cancelling, which only required the patient to SMS 'CANCEL' when they received their appointment reminder and no longer required the appointment. It was explained that habitually DNA patients are flagged up on our clinical system and opportunistically educated with some even sent letters.</p> <p>Posters placed in the waiting room to advertise this. It was felt that patients often complained about availability of appointments and attributed the lack of appointments to general practice but at the same time some failed to cancel booked appointments so these could be offered to those who needed them.</p> </li> <li>Priority 2: Maintain Elderly Care worker, once a month (practice employed nurse, previously a community matron in the locality) to support care needs of elderly patients, case management and holistic reviews. <p><b>Update:</b> Elderly Care Worker currently employed once a month directly by the practice and at other times shared with local IHL federation. Our Elderly Care Worker Elsie may be moving away soon, so whilst she will no longer be working directly for the practice, she will continue seeing our patients as part of her role with the local federation.</p> </li> <li>Priority 3: Practice Newsletter twice yearly Spring and Autumn. <p><b>Update:</b> Next Due in Autumn 2017 (Draft circulated). A National Survey Special – draft for proof was sent to PL and KO in early August as they had kindly agreed to proof read any future newsletter drafts. PL gave some suggestions to consider.</p> </li> </ol>	12.55 – 13.10
6	<p><b>GP National Survey Results</b></p> <ul style="list-style-type: none"> <li>Presented for discussion at the meeting (Appendix 1).</li> <li>Overall the practice performance was very good, compared to the previous year and compared very well with our local CCG (Southwark) where comparative data was available. The practice will strive to improve where practicable.</li> <li>88% of the patients surveyed stated that they would recommend us. In light of our recent monthly Friends and Family Feedback (Available on the website) it was felt that this was lower than expected, possibly due to a small sample and may not reflect patient views in real time. Recent FFT survey results (July 2017) show that 97% would recommend us.</li> <li>Satisfaction with opening hours: This has shown an improvement from 64% in the</li> </ul>	13.10 – 13.30

previous year to 69% in this survey. It was felt that this may be down to the low response rate but it was interestingly noted that 89% said the last appointment they got was convenient (Local (CCG) average: 87% National average: 92%) and 90% of those surveyed were able to get an appointment to see or speak to someone the last time they tried (Local (CCG) average: 82% National average: 84%).

- Additional Opening hours: 26 responses in total were received expressing a view on additional opening times as shown below:

	Responses	%
<b>Additional opening times that would make it easier to see or speak to someone - total responses</b>	26	
Before 8am	16	62%
At lunchtime	1	3%
After 6.30pm	17	65%
On a Saturday	19	75%
On a Sunday	12	46%
None of these	0	0%

Currently the practice was open for 53.5 hours per week, 8am-6.30pm during weekdays except on Monday and Tuesday when we close at 7pm.

In light of various resource constraints and to ensure that we can continue to provide safe and effective care it was not feasible to open any longer than we currently do (53.5hours per week).

We provide two extended evenings after 6.30pm on Monday and Tuesday. However we are mindful that patients need easy access and we work effectively with our local federation to provide enhanced access at the Extended Primary Care Services (EPCS) at the Lister Health Centre from 8am-8pm, 7 days a week which includes Saturdays and Sundays for which a preference has been expressed above.

There was general consensus that these were generally good results and reflected well on the continued efforts the practice made to enhance patient experience, in light of the ongoing funding challenges in the NHS.

7	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>• PL shared an interesting article in the Which? Magazine September Issue to help patients on how to prepare before a consultation. The article gives tips to patients on how to get the best out of a GP consultation, how to communicate to get better outcomes.</li> </ul>	13.30 – 13.40
	<p><b>Date of next meeting agreed: 14 Dec <a href="#">2017@12.30pm.</a></b></p> <p>The meeting was brought to a close at 1.45pm</p>	

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

## Appendix 1:

### 306 Medical Centre: GP Patient National Survey Results July 2017 \*At a Glance\*

#### What you thought of your practice, 306 Medical Centre!

The GP National Survey was carried out by NHS England together with Ipsos Mori by posting survey forms to you and the latest survey results were published in July 2017

These survey results relate to the period from January 2017 to March 2017.

In Southwark 15,019 questionnaires were sent out and 3894 were returned, representing a response rate of 26% (28% in the previous year).

The practice response rate was 26% (previous year 29%) based on 386 questionnaires sent out and 102 returned. Statistically participants in the survey represent only a sample of the total population of interest – this means we cannot be certain that the results of a question are exactly the same as if everybody within that population had taken part (“true values”). Also a point to note that not all respondents answered every question out of the 102 questionnaires returned.

#### For Survey Results:

- [306 Medical Centre Survey Results:](https://gp-patient.co.uk/report?practicecode=G85091) (https://gp-patient.co.uk/report?practicecode=G85091)
- National results broken down by CCG and Practice, [CLICK HERE](http://www.306medicalcentre.nhs.uk/surveyreport.aspx?p=G85091) or <http://www.306medicalcentre.nhs.uk/surveyreport.aspx?p=G85091>.

#### What you thought of your practice! - The Headlines



88% (July 2016 survey 77%) describe their overall experience of this surgery as good (Local (CCG) average: 79% National average: 85%)

- 79% (July 2016 survey 79%) would recommend this surgery to someone new to the area.



80% (July 2016 survey 73%) find it easy to get through to this surgery by phone (Local (CCG) average: 70% National average: 68%)

95% (July 2016 survey 85%) find the receptionists at this surgery helpful (Local (CCG) average: 85% National average: 87%)



90% (July 2016 survey 78%) were able to get an appointment to see or speak to someone the last time they tried (Local (CCG) average: 82% National average: 84%)

- 89% (July 2016 survey 85%) say the last appointment they got was convenient (Local (CCG) average: 87% National average: 92%)
- 78% (July 2016 survey 69%) describe their experience of making an appointment as good (Local (CCG) average: 69% National average: 73%)
- 60% (July 2016 survey 50%) don't normally have to wait too long to be seen? (Local (CCG) average: 51% National average: 58%)



98% (July 2016 survey 90%) had confidence and trust in the last GP they saw or spoke to (Local (CCG) average: 94% National average: 95%)

- 85% (June 2016 survey 82%) say the last GP they saw or spoke to was good at giving them enough time
- 90% 80% (July 2016 survey 80%) say the last GP they saw or spoke to was good at listening to them.
- 86% (July 2016 survey 77%) say the last GP they saw or spoke to was good at explaining tests and treatments.
- 77% (July 2016 survey 63%) say the last GP they saw or spoke to was good at involving them in decisions about their care
- 85% (July 2016 survey 80%) say the last GP they saw or spoke to was good at treating them with care and concern.



97% (July 2016 survey 83%) had confidence and trust in the last nurse they saw or spoke to (Local (CCG) average: 94% National average: 97%)

- 88% (July 2016 survey 80%) say the last nurse they saw or spoke to was good at giving them enough time.
- 84% (July 2016 survey 85%) say the last nurse they saw or spoke to was good at listening to them.
- 83% (July 2016 survey 77%) say the last nurse they saw or spoke to was good at explaining tests and treatments.
- 72% (July 2016 survey 68%) say the last nurse they saw or spoke to was good at involving them in decisions about their care.
- 84% (July 2016 survey 83%) say the last nurse they saw or spoke to was good at treating them with care and concern.



69% (July 2016 survey 64%) are satisfied with the surgery's opening hours (Local (CCG) average: 74% National average: 76%)

- 61% say that the surgery is open at times that are convenient.

## SURVEY RESULTS REVIEWED - ANY ACTIONS

- The survey results were circulated to the practice team 7 July 2017 and reviewed. Also presented for discussion at our PPG meeting on 21 Sept 2017.



- Overall the practice performance was very good, compared to the previous year and compared very well with our local CCG (Southwark) where comparative data was available. The practice will strive to improve where practicable.

- Satisfaction with opening hours: This has shown an improvement from 64% in the previous year to 69% in this survey. It was felt that this may be down to the low response rate.
- Additional Opening hours: 26 responses in total were received expressing a view on additional opening times as shown below:

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In light of various resource constraints and to ensure that we can continue to provide safe and effective care it was not feasible to open any longer than we currently do (over 53.5hours per week).

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- 88% of the patients surveyed stated that they would recommend us. In light of our recent monthly Friends and Family Feedback (Available on the website) it was felt that this was lower than expected, possibly due to a small sample and may not reflect patient views in real time. Recent FFT survey results (July 2017) show that 97% would recommend us.