306 Medical Centre

Patient Participation Group Meeting

Date: Thu 21 Sept 2017
Time: 12.30pm
Place: Waiting Room

	Agenda Item	Timings
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	Progress on agreed 3 Priorities for the year	12.55 – 13.10
6	GP Patient National Survey Results	13.10 – 13.30
7	AOB	13.30 – 13.40
	Date of next meeting	

Proposed dates for future practice PPG Meetings 2017:

Thurs @12.30pm: 14 Dec

306 Medical Centre
Minutes of PPG Meeting held on Thu 8 June 2017

Present: **Staff:** Dr M Chawdhery (MC-GP), Mo Dawood (MD-PM),
Patients: David Pickard (DP), Jean Halden (JH), Phillip Lipsidge (PL), Ronald Halden (RH), Kathleen Lipsidge (KL), Alan Robertson (AR), Kwame Ocloo (KO), Khurshid Qureshi (KQ),

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** a. Minutes of the last meeting agreed dated 2 March 2017 agreed with corrections.	12.35 - 12.45
4	**Commissioning update and Locality Group Meeting (if any).** Update given by MD with discussion: a) PMS Contract Review – This will be finalised in Oct 2017 and as previously explained there is a risk that practice income may see a reduction in real terms. Also targets will be tied into achievements based on federations.	12.45 – 12.55
5	**Agreed 3 Priorities for the year 2017** **Priorities discussed and there was consensus on the following for 2017:** 1. 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. **Update:** At the time of the meeting the next available routine appointment with a GP was in 4 working days. In May 2017 122 patients had DNA'd, making the rate at about 6%. It was felt this was generally high. It was explained that habitually DNA patients are flagged up on our clinical system and opportunistically educated. 2. 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. **Update:** Elderly Care Worker currently employed once a month directly by the	12.55 – 13.10

	practice and at other times shared with local IHL federation. Our Elderly Care Worker Elsie has moved away but for the time being we have convinced her to continue working for us. This arrangement will be reviewed three monthly. 3. Priority 3: Practice Newsletter twice yearly Spring and Autumn. **Update:** Next Due in Autumn 2017. MD again welcomed any suggestions about topics to be included in the newsletter. It was felt topics of patient and practice benefit such as operational messages about appointments, DNA rates, topics that may be effective in changing perceptions and education; service information, and any advice on how to access any services. PL and KO kindly agreed to proof read any future newsletter drafts.	
6	**a) Friends and family Feedback (Appendix 1 as appended)** **Friends and Feedback Mar, April & May 2017 reviewed:** Feedback generally very positive and the positive comments had consistent themes. Circulated data now published on the website and copies on noticeboard: • Positive comments had similar themes and gave a good snapshot of the usual good patient experience of most patients. Any constructive feedback was reviewed and acted on where practicable. • Not recommended or any passive comments whilst very few, were reviewed and where practicable any improvements suggested. • A good discussion and reflection on a comment where the patient was 10 minutes late and was unhappy, took place. Various views and reception processes were shared to give the group a perspective on how these situations were managed effectively on a case by case basis. b) **NHS Choices feedback – 3 comments reviewed as shown in Appendix 2.** • It was felt that sometimes the responses were subjective and dependent on individual perceptions, with conclusions reached on just one experience. However it was generally considered good practice to reflect on good and bad, as any feedback received was reviewed and acted on if necessary. • Two out of the three comments were positive and these were particularly appreciated as happy patients seldom posted comments on NHS Choices. Negative comments in the recent past when reviewed, showed that particularly those that were not constructive were posted when a patient decided to leave the practice. They then made sweeping and sometimes unfair comments and when requested to pursue their concerns through the practice complaints process, they failed to make contact.	13.10 - 13.30
7	**AOB** a. **Healthwatch** - JH attended Healthwatch meeting recently and updated the PPG on the role of Healthwatch and their priorities for the coming year such a	13.30 - 13.40

	mental health services, hospital discharge and general care aspects. JH pointed out that she had completed a questionnaire regarding GP appointments and the outcome of Healthwatch survey showed that 42 % of those who completed the survey had problems getting GP appointments. MD explained that they were the voice of the patients and now have a new power to 'enter and view' GP surgeries. Local Healthwatch have planned to visit all Southwark surgeries from May - Aug to access patient experience with appointments. b. **Breathe Easy Group** – They will sing at the winter Healthwatch meeting. JH shared the annual report with a DVD and gave an update on the concert at the Royal Festival Hall. There was consensus that the group did have health and social benefits, as there was only so much a GP could do and this empowered patients to help themselves. JH pointed out that Southwark CCG did not attract any funding and explained that there were concerns about ongoing funding. KO suggested lottery funding and MD agreed to put the group in touch with the patient engagement manager at the CCG to explore funding opportunities. c. MD sought consensus on reviewing the monthly standing agenda item of FFT Feedback. It was agreed that this would be scheduled for every other meeting (twice a year) to give a snapshot of patient satisfaction.	
	Date of next meeting agreed: Agreed to change date from 14 Sept to a week later on **21 Sept 2017@12.30pm**	

Meeting closed at 1.50pm

Proposed dates for future <u>Meetings 2017</u>:
Thursdays @12.30pm: 14 Dec 2017

Appendix 1: NHS FFT March - May 2017

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: March 2017

Responses

Surveyed Patients: 194

Responses: 59

Survey Results

March 2017

95% 2% 3%

Report Summary

	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Auto poll	34	11	2	0	1	0	48
SMS - User Initiated							
Tablet/App	0	0	0	0	0	0	0
Web/E-mail							
Manual Upload	11	0	0	0	0	0	11
Total	**44**	**11**	**2**	**0**	**1**	**0**	**59**
Total % (rounded)	**76**	**19**	**3**	**0**	**2**	**0**	**100%**

Patient Free Text Comments: Detail

Notes:

1. Free Text Comment received for current reporting month.

2. Classification based on initial response to Q1 rather than content of message.

3. Where consent withheld comment redacted

Recommended – 42 comments

- ✓ Dr Choudhery was very welcoming and warm. She was also clear on her care plan. It was also possible to get an appointment with relative ease
- ✓ Friendly and professional staff therefore providing a brilliant service. I am a new patient and have found the GP has welcomed us to the surgery without any problems. Thank you
- ✓ to all at 306 Medical Centre, SE22
- ✓ Polite and friendly staff
- ✓ The receptionist was kind and accommodating. The fact the practice were able to fit in our baby at such short notice and also that the doctor was very thorough and kind in her
- ✓ manner. Brilliant doctors surgery- just wished we had joined sooner!
- ✓ Both Dr Chawdery and Dr Mujic are caring, patient, i always feel that I am being cared for ,also Ann and Lisa are always helpful and professional. I would always recommend this surgery.
- ✓ I had a very good experience with my GP who listened and responded to my concerns. Reception staff are very nice, welcoming and always helpful.
- ✓ Calm staff and helpful caring GP
- ✓ I have got a very good understanding from the doctor for my problem and she gave a good answer in a nice polite way and very good advise. So kind
- ✓ always helpful and caring. Happy with staff and doctors
- ✓ Dr Chawdhery is compassionate, knowledgeable and to the point. Wonderful.
- ✓ Overall happy with the surgery just hard I get through on the phone

- ✓ Always so helpful
- ✓ I would highly recommend Dr Mujic but would not recommend any other doctor at the practice.
- ✓ Lovely staff Doctors Excellent
- ✓ Doctor was excellent, informed and gave clear direction. Booking staff were, as usual, very unfriendly
- ✓ Doctor and staff knowledgeable and efficient
- ✓ Good doctors although can be difficult to get an appt soon for more urgent matters and also not great late opening times compared to some other local surgeries
- ✓ Dr Nadia showed that she care her patients
- ✓ My doctor is so wonderful. She listened to me. She was under stands perfectly what you need.
- ✓ Friendly, quick and responsive to questions and need
- ✓ The Doctors and the Nurse I've seen at the surgery are all incredibly kind and supportive. It feels like they actually engage with their patients and listen to them. I would
- ✓ recommend the practice to everyone living in the area
- ✓ I like the doctor.
- ✓ The doctor was very kind and provided very helpful suggestions and arrangements.
- ✓ good service and easy to get appointments
- ✓ nice set up friendly, convenient appointments
- ✓ love my surgery - very reasonable and you can easily get an appointment within 5 days and sometimes in 3 days. Online access great.....good caring doctors and staff
- ✓ Friendly and helpful staff, appointment was on time, clean and tidy waiting area.
- ✓ Very clear, encouraging advice from Dr and tech to manage appointments
- ✓ Friendly and helpful receptionists, and sympathetic dr who gave me lots of time.
- ✓ Prompt, efficient and timely service.
- ✓ Convenient appointments and friendly service
- ✓ The doctors and nurse I have had experience of give excellent care, they are very human and sensitive and attentive.
- ✓ The attention to detail and genuine care shown by the staff/reception and in particular Dr Mujic is truly wonderful
- ✓ I have always been seen friendly staff at reception who are polite and very helpful. The doctors are brilliant but also very thorough in examining you fully. The appointments are a
- ✓ lot quicker in getting seen by a doctor or nurse
- ✓ Dr Chawdhery was helpful and reassuring as always
- ✓ Caring attitude of staff and GP
- ✓ They always try to help and go over and above.. so all in all very happy with care and service

Passive

- ✓ *(Consent withheld)*

Not Recommended

- ✓ Made an appointment for my twins' 8 week immunisations more than 3 weeks ago, and received several reminders (from the GP in person and via text). Arrived on day, husband took morning off to help, waited 15 minutes then was told that they didn't have enough jabs for both of my twins, and could only do one, and another a day or two later. My husband has lost pay, it is hard to get 2 premature babies to the GP, and no one called to let me know in advance!

Thematic Analysis of comments

Notes: Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.

Reception Experience: 15
Arrangement of Appointment: 10
Reference to Clinician: 30

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: April 2017

Responses

Surveyed Patients: 215

Responses: 53

Survey Results

April 2017

89% **8%** **3%**

Report Summary

	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Auto poll	29	12	2	3	1	0	47
SMS - User Initiated							
Tablet/App	0	0	0	0	0	0	0
Web/E-mail							
Manual Upload	5	1	0	0	0	0	6
Total	**34**	**13**	**2**	**3**	**1**	**0**	**53**
Total % (rounded)	**64**	**25**	**4**	**6**	**2**	**0**	**100%**

Patient Free Text Comments: Detail

Notes:

1. Free Text Comment received for current reporting month.

2. Classification based on initial response to Q1 rather than content of message.

3. Where consent withheld comment redacted

Recommended – 29 comments

- ✓ Lovely service from GP especially Dr Mujic and the Reception staff are so lovely
- ✓ All staff are helpful and friendly and the GP's are all very caring and efficient
- ✓ Sometimes it takes a couple of weeks to get an appointment, by which point the issue you want to see the doc about has either gone away on its own or worsened so much that you've probably gone to A&E (this happened to my husband)
- ✓ I like Anne. The doctors are fast caring and helpful too!
- ✓ Good GPs and good access to appointments.
- ✓ The GP, Nada, was lovely
- ✓ The doctors and staff are very empathetic and helpful. I feel like they care about their patience
- ✓ Up to speed with my medical history
- ✓ Good service
- ✓ Doctor was friendly and efficient
- ✓ good service
- ✓ caring and helpful service
- ✓ Dr Chawdhery is a very good doctor and also the other doctors and staff are good
- ✓ Friendliness and ease of getting appts
- ✓ Outstanding, Doctor Thank you
- ✓ Prompt and professional

- ✓ staff is friendly and helpful did not have to wait long my health issues were explained fully to me
- ✓ Quick appointment given and polite receptionist.
- ✓ Nearby where I live. Saw me on time.
- ✓ 306 is a great surgery. From the very attentive receptionists to the nurse and GP's. Quick appointments and good services such as the text reminders
- ✓ Have received good service whenever I have needed medical treatment.
- ✓ Doctor listen and attend to complaint with necessary follow up if needed
- ✓ very nice surgery
- ✓ newly registered from a neighbouring surgery, very impressed with the personal and caring service so far
- ✓ Service from reception and doctors/ nurse always exemplary Thank you Simone Sault
- ✓ I felt that the G.P is now taking the management of my health with me seriously.
- ✓ So far so good
- ✓ Never have to wait for too long for an appointment. ..reception are polite and cheerful
- ✓ Friendly

Passive

- ✓ Because of the availability of appointments. The doctor was great but I had to wait over a week for an appointment. When you are unwell and need to see a doctor, waiting a week is not great.
- ✓ Receptionists unfriendly and unhelpful.

Not Recommended

- ✓ I was late 10 minutes to my baby's appointment and I have been told that the doctor couldn't see me. However, I am normally left to wait for my appointment from 15 to 40 minutes. Staff should be a bit more accommodating towards new mums. 10 minutes late with a small baby should be considered acceptable. Disappointed
- ✓ Difficulty getting appointment and feeling rushed once I do have one

Thematic Analysis of comments

Notes: Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.

Reception Experience: 11
Arrangement of Appointment: 8
Reference to Clinician: 13

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: May 2017

Responses

Surveyed Patients: 169
Responses: 61

Survey Results

May 2017

93% 2% 5%

Report Summary

	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know	Total

SMS - Auto poll	35	10	2	0	1	1	49
SMS - User Initiated							
Tablet/App	0	0	0	0	0	0	0
Web/E-mail							
Manual Upload	10	2	0	0	0	0	12
Total	**45**	**12**	**2**	**0**	**1**	**1**	**51**
Total % (rounded)	**74**	**20**	**3**	**0**	**2**	**2**	**100%**

Patient Free Text Comments: Detail

Notes:

1. Free Text Comment received for current reporting month.

2. Classification based on initial response to Q1 rather than content of message.

3. Where consent withheld comment redacted

Recommended – 37 comments

- ✓ My reasons are :the service is almost faultless! Reception always friendly. Not difficult to obtain an appointment. The attention to my health problems etc are handled with care and attention to detail. and always a solution is to each problem that arises. Dr Chawdhery always seems to work that bit harder every visit I have to make and makes everything clear.thank you.
- ✓ Dr Mujic is an excellent doctor.
- ✓ On time and practice service
- ✓ My GP & nurse do a great job despite not always having enough time
- ✓ As usual, excellent all round service
- ✓ Booking appointments is really hard
- ✓ Cause I got my appointment quite quickly. I was well pleased
- ✓ I would have said extremely likely if time for securing an appointment/telephone consultation was quicker, as city worker, appointments i can make are scare
- ✓ Friendly staff and very easy to get appointments. Moved to this surgery recently and pleasantly surprised how quick it is to get appointments here. Amazing compared to my last practice also local where you had to wait weeks for an appointment and could not get through on the phone on the day. 11/10**
- ✓ Very understanding and helpful
- ✓ Lovely service, wonderful kind nurse
- ✓ Because she was very kind and polite to me.
- ✓ All of the Doctors and the Nurse are very friendly, empathetic and caring.
- ✓ Very helpful
- ✓ Very kind the doctor
- ✓ Care services and listening with time workload is ok.
- ✓ Always respectful, easy to get appointments. Individualised care. Personable. Only improvement I could possibly think of is when booking follow up appointments with reception being able to do so in a confidential manner. Possible note written to give to receptionist so that clients do not have to explain reason of follow up that can then be overheard by the waiting room. Otherwise best GP I have had!
- ✓ The good service and attention to the patients.
- ✓ Great staff and low wait times
- ✓ Prompt appointment and lovely doctor
- ✓ I like the staff, they are friendly and helpful

- ✓ As said nurse is excellent, knowledgeable and just kind
- ✓ A caring and non-judgemental interaction with the GP
- ✓ Always helpful and efficient
- ✓ You all are very friendly and very good services
- ✓ Very good service
- ✓ Kind, professional and efficient care
- ✓ Because i was extremely happy with the service
- ✓ very friendly doctor
- ✓ In detailed info about prescription, illness and non-prescription remedies
- ✓ VERY FRIENDLY DOCTOR
- ✓ Communication, facts, reality of med condition makes 306 the best place in the world. Thank you!
- ✓ Dr is excellent and v clear
- ✓ The reason is anytime I see Dr M am always happy and satisfied with her service
- ✓ Friendly staff, easy to get appt = repeat prescriptions, caring doctors. Lovely practice - thank you
- ✓ Always very helpful and Dr very good
- ✓ I have had excellent service from the practice nurse and the receptionist was very friendly and helpful.

Passive - Nil comments

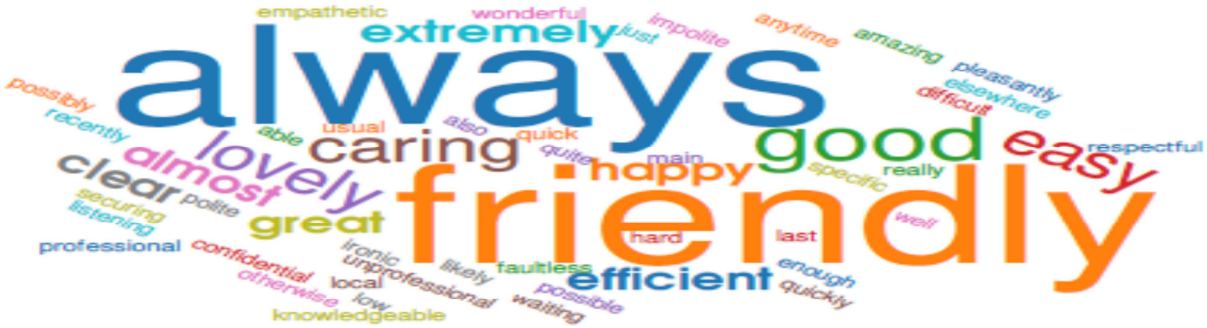
Not Recommended

- ✓ The main reason is Dr. She is an unprofessional, impolite doctor with no sympathy. Her way of approach is almost always dismissive and ironic. We are very pleased with Dr P but if the GP practice continues to give us appointments with the specific doctor we will have to register elsewhere

Thematic Analysis of comments

Notes: Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.

Reception Experience: 7
Arrangement of Appointment: 8
Reference to Clinician: 20



Appendix 2: NHS Choices

Dear Sir/Madam,
The following comment has just been reviewed and published on your GP practice.
rude receptionist, doctor never follows up

What I liked ...

Anonymous gave 306 Medical Centre a rating of 1 stars
rude receptionist, doctor never follows up

I have never managed to get an appointment smoothly.

When I have got an appointment I have been in and out within 3 minutes unsatisfied.
I had a serious condition that went unnoticed by the surgery which my GP was supposed to follow up on after my operation and I haven't had anything.

I made an emergency booking last night with the receptionist and turned up for my appointment this morning and it wasn't booked in.... further to that I was asked if my appointment was even needed as an 'emergency' and they don't have anything for me. I was also made to tell my personal issue out loud to the receptionist in front of the whole waiting room
Very unprofessional and also degrading
I will not be coming back

Visited in May 2017. Posted on 05 May 2017
Dear patient

Whilst we welcome any constructive feedback, we feel quite disappointed on this occasion with your comments, which we feel are unfair and may not accurately reflect the circumstances. We are also disappointed that you make these comments whilst remaining anonymous in this post.

We would have sincerely hoped that you would have raised any concerns constructively with specific examples of incidents through the practice complaints process. Thus, giving us a fair opportunity to investigate any facts and respond appropriately.

Whilst you will appreciate we are unable to go into specifics of your case, it is suffice to say that you would not have been offered an emergency appointment last night, but would have in fact been asked to telephone the surgery at 8am to book a same day appointment. For your information, whilst our telephones are answered from 8am patient appointments are booked from 9am when the surgery starts. I also understand that you were contacted and offered an appointment later on the same day but that was not suitable for you and an appointment was then booked for you on Monday at a time of your choice.

We would like to assure you that we strive very hard to provide a quality service and our focus is always on ensuring our patients have a good experience at the surgery. With this in mind we would be grateful if you would kindly contact the surgery and ask to speak to the practice manager, so that we can look into your concerns.

With kind regards

Practice Manager
www.306medicalcentre.nhs.uk

Anonymous gave 306 Medical Centre a rating of 5 stars

Very good, nurse was friendly

Always apprehensive when changing doctor but this has been very pleasant. Nice staff and waiting times are normally ok.

Visited in May 2017. Posted on 19 May 2017

Thank you for taking the time to share your feedback and positive experience with us on NHS Choices.

We strive to ensure that our patients have a good and caring experience at the surgery. It is very pleasing when our efforts are acknowledged and appreciated, particularly on NHS Choices. I will convey your kind feedback to the practice team and am confident it will be greatly appreciated.

Once again, thank you so much for taking the time to share your experience.

With kind regards
Practice Manager
www.306medicalcentre.nhs.uk

Anonymous gave 306 Medical Centre a rating of 5 stars

Overall great gp

I've been with the surgery for over 3 years.

Overall I think is a great surgery in comparison to many others I have use in London.

Generally for urgent matters I have always been able to get same day appointments. For less urgent it maybe 1-2weeks wait time.

I have found that for matters the refer to me to hospital where needed to get specific treatment which is great when I have asked. At previous practice I asked to be referred to dermatologist forover a year and they never did - and this practice did it straightaway and received specific treatment that I've been waiting for so long with.

Agree at times I have found the reception staff rude and perhaps jump to conclusions but no doubt they are overwhelmed with requests.

Visited in May 2017. Posted on 30 May 2017

Dear Patient

Thank you for taking the time to share your generally positive experience with us, on NHS Choices.

It was very pleasing to hear from you that we compared well. We have also taken note of your comments regarding your experience at times with our reception staff. We are sorry if we made you feel that way and would like to assure you that we will reflect and learn from your comments.

We usually strive to ensure that our patients have a good and caring experience at the surgery. It is very pleasing when our efforts are acknowledged and appreciated.

Once again, thank you so much for taking the time to share your experience.

With kind regards
Practice Manager
www.306medicalcentre.nhs.uk