

**306 Medical Centre**  
**Minutes of PPG Meeting held on Thu 8 Sept 2016**

**Present:** **Staff:** Dr M Chawdhery (MC-GP), Safiya Ali-Ibrahim (SA-Nurse), Dr N Mujic (NM – GP), Mo Dawood (MD-PM),  
**Patients:** Richard Cooke (RC), Ronald Halden (RH), Richard Harwood (RH), Beatrice Adeosun (BA), Khurshid Qureshi (KQ), David Pickard (DP)  
**Guest:** Patient (name withheld)

**Apologies:** **Patients:** [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>  Introductions - A big welcome to all.	12.30 – 12.35
3	<b>Minutes of the last meeting and any matters arising</b>  Minutes agreed as accurate.  CQC Visit – Report now published and rating chart in the waiting room as circulated. The surgery awarded GOOD overall rating; GOOD in all population groups; and GOOD in services being safe, effective, caring, responsive and well-led.  The full detailed report (23 pages) available on the surgery website.  It was felt a GOOD result was constructive as it meant that the practice would strive to work harder.  MD gave an overview and again thanked the PPG members for their contribution in helping the surgery achieve this.	12.35 - 12.45
4	<b>Commissioning update and Locality Group Meeting (if any).</b>  a) Reminder: Southwark CCG has now set up an online network and encouraged all members to sign up and contribute. Leaflet shared To Register visit: <a href="http://www.myppg.co.uk/register">www.myppg.co.uk/register</a> . Practice Code: SOUCCG  b) PPG Network Meeting reminder - The purpose of this meeting will be to meet with other PPG members including practice staff and patients and share your experiences of being a member of a PPG. This meeting to be held on <b>Wednesday 14 September 2016</b> at <u>Canada Water Library</u> with lunch and informal networking from 2.00pm and the network meeting	12.45 – 12.55

	<p>from 2.30pm – 4.30pm.</p> <p>This meeting will explore how PPGs can support the health and wellbeing of patients at their practice and in their community, with presentations from Dr Jonathan Love and Angela Buckingham, Patient Ambassador from Melbourne Grove GP Practice as well as a presentation from the Safe and Independent Living (SAIL) Team. Group workshops will then follow to look at how you can implement these initiatives at your own practice.</p>	
5	<p><b>Agreed 3 Priorities for the year 2016 - Update</b></p> <ol style="list-style-type: none"> <li>1. Priority 1: Review appointments and strive to maintain wait times for routine appointments to within 7-10 working days – locality cluster agreed <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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</li> <li>• Update - Current wait time 3 days</li> </ul> </li> <li>2. Priority 2: Further practice developments – Gate at the front to patient access &amp; setting up a Meeting/Common Room on the top floor <ul style="list-style-type: none"> <li>• Update - Achieved</li> </ul> </li> <li>3. Priority 3: Practice Newsletter twice yearly Spring and Autumn – Issue 2 ready for publication soon, draft shared. <ul style="list-style-type: none"> <li>• Update Achieved – On going</li> </ul> </li> </ol>	12.55 – 13.10
6	<p><b>a) Friends and family Feedback</b></p> <p><b>Friends and Feedback June, July &amp; Aug Reviewed:</b> Feedback generally very positive and the positive comments had consistent themes. Circulated data now published on the website and copies on noticeboard:</p> <p><b>June 2016</b>  <span style="color: green;">✔ 96%</span>      <span style="color: red;">❌ 4%</span>      <span style="color: cyan;">👁️ 0%</span>  <b>Recommended: 45 positive comments</b></p> <p><b>Passive Nil Comments</b></p> <p><b>Not Recommended</b>  <i>One comment discussed but consent was withheld to publish. It was mainly to do with difficulty with getting an appointment and advice given but no details given</i></p> <p><b>July 2016</b></p>	13.10 - 13.30

89% 7% 4%

Recommended: 32 positive comments

Passive

✓ Don't know

Not Recommended

✓ The staff and luck of appointments. Dr Patel is great but rest of them useless

✓ This particular doctor doesn't listen to patients. She tries to explain things in a very superficial way. Unfortunately patients know things and my only point is whenever I see her, she is superficial. She is lovely and always smiles, but this doesn't mean she is a good gp.

✓ There is a new GP I am not happy with....Dr Mujic.

August 2016

93% 7% 0%

Recommended: 25 positive comments

Passive

✓ Nil Comments

Not Recommended

✓ Unprofessional and partial attitudes Long wait for the appointment up-to 30 minutes and more in the practice. The surgery is always running late.

✓ One Comment – consent withheld

- 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 and published on the surgery website
- It was felt that sometimes the responses were subjective and dependent on individual perceptions.
- It was felt that it was always good to reflect on good and bad. The feedback gave a snapshot of patient experience at the time, highlighting any improvements required.
- Constructive feedback and any themes noted (such as late running of the surgery) and it was agreed that the surgery would strive to improve in any areas pragmatically possible to improve on, with a view to enhancing patient experience.

b) GP National Patient Survey

- These survey results relate to the periods July - Sept 2015 and Jan - Mar 2016.
- It was noted that in Southwark 15,305 questionnaires were sent out and only 4,336 were returned, representing a response rate of 28%. The

national response rate was 39%. The practice response rate was 29% based on 364 questionnaires sent out and 105 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 being mindful that for the practice specifically, not all questions were answered (on average about 56/105 surveyed answered each of the questions), which may skew the results. Whilst the survey may be weighted, in light of the low response rate, the results may not accurately reflect patient experiences, particularly if the cohort of respondents is low.

**The Headlines:**

- 73% (Jan 2016 survey 82%) find it easy to get through to this surgery by phone (Local (CCG) average: 68% National average: 70%)
- 78% (Jan 2016 survey 88%) were able to get an appointment to see or speak to someone the last time they tried (Local (CCG) average: 80% National average: 85%)
- 85% (Jan 2016 survey 92%) find the receptionists at this surgery helpful (Local (CCG) average: 85% National average: 87%)
- 85% (Jan 2016 survey 85%) say the last appointment they got was convenient (Local (CCG) average: 86% National average: 92%)
- 69% (Jan 2016 survey 75%) describe their experience of making an appointment as good (Local (CCG) average: 67% National average: 73%)
- 50% feel good about how long they normally have to wait to be seen? (Local (CCG) average: 46% National average: 58%)
- 82% (Jan 2016 survey 90%) say the last GP they saw or spoke to was good at giving them enough time (Local (CCG) average: 81% National average: 87%)
- 80% (Jan 2016 survey 85%) say the last GP they saw or spoke to was good at treating them with care and concern (Local (CCG) average: 80% National average: 85%)
- 90% (Jan 2016 survey 94%) had confidence and trust in the last GP they saw or spoke to (Local (CCG) average: 93% National average: 95%)
- 83% (Jan 2016 survey 94%) had confidence and trust in the last nurse they saw or spoke to (Local (CCG) average: 94% National average: 97%)
- 77% (Jan 2016 survey 81%) describe their overall experience of this surgery as good (Local (CCG) average: 79% National average: 85%)
- 79% (Jan 2016 survey 80%) would recommend this surgery to someone new to the area.
- 64% (Jan 2016 survey 75%) are satisfied with the surgery's opening hours (Local (CCG) average: 73% National average: 76%)

**Survey Results Reviewed and Any Actions**

- The survey results relate to the periods July–Sept 2015 and Jan-Mar 2016.

	<p>All in all we have performed well in light of sample size and on par with our local CCG (Southwark) where comparative data available. A slight fall from the previous survey results (Jan 2016) noted but this, it was felt may be down to the low response rate and the fact that those surveyed (105) may not have necessarily answered all the questions (about 56/105 answered all the questions). It was also felt that there may be survey fatigue amongst patients surveyed.</p> <p>However it was agreed that we will strive to improve where practicable</p> <ul style="list-style-type: none"> <li>• Appointments: We have increased GP sessions since May 2016 to enhance capacity. Wait times have generally fallen and average usually under 5 working days (3 working days at the time of the meeting) now.</li> <li>• Opening Hours: Only 64% were satisfied with opening hours, this was a fall from 75% from the previous survey. Whilst we were disappointed with this result, it was felt that with the various constraints it was not practicable to open any longer than we currently do (over 53.5hours per week). We provide two extended evenings 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. The surgery is open 8am-6.30pm during weekdays except on Monday and Tuesday when we close at 7pm.</li> </ul> <p>Interestingly it was raised that whilst only 64% were satisfied with opening hours, 85% of those surveyed found their appointment convenient.. It was also felt that it was difficult to please all the people all the time and we live in times where patients’ expectations are sometimes based on their convenience and this is challenging to meet, with NHS resources constraints.</p> <ul style="list-style-type: none"> <li>• 79% of those 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 and may not reflect patient views in real time. Recent FFT survey results (June – Aug) show that 96%, 89% and 93% would recommend us.</li> <li>• <b>NHS Choices feedback</b> - No reviews received on NHS Choices</li> </ul>	
7	<p><b>AOB</b></p> <p>a) Mrs Adeosun suggested if the practice would consider contacting patients who needed an earlier appointment when a cancelled appointment became available instead of expecting the patient to call regularly to check availability.</p>	13.30 - 13.40

MD explained that there was no mechanism in the practice clinical system to ascertain who should be called and in what priority order when a cancelled appointment became available. Also staffing constraints made it very difficult for the practice to consider this suggestion, however it was further explained that usually patients are asked to call as appointments become available at different intervals (7, 5 and 3 days) on the system as well as those that are bookable in advance. With the online appointments (50% of all appointments offered online) booking facility patients are able to avail these.

- b) Mr Qureshi pointed out that waiting times for specialists in hospitals were long and often when a private appointment was requested this was sometimes available sooner. However recently he had noted that to get a sooner private appointment was also getting difficult. It was explained that there were challenges locally and the CCG was looking into these.

MD explained hypothetically why this was the case. As an example the surgery had funding for an osteopath for 10 hours per week and if these appointments were filled up for the next 6 months, the wait times for new referrals would be 6 months. However the same osteopath may work in the locality privately and be available sooner, the same applies to consultants, if their appointments are filled up and trusts are unable to secure additional sessions for whatever reasons (being cost or availability of clinicians). We also have to be cognisant that with increases in population particularly in urban areas these may also have an impact on demand for services.

Regrettably with austerity measures, regulatory fees and expected efficiencies in the NHS this may impact on wait times as trusts and practices may streamline clinical sessions/services to meet financial balance.

It was also generally felt that the government was sending mixed messages, on the one hand saying they were putting in additional resources in the NHS whilst on the other stating that substantial efficiency savings were required. This may mean that service providers and staff were under increasing pressure. It was also felt that generally tired GPs, junior doctors or other ancillary staff would not be able to provide an effective and safe service to patients. Therefore just as one would not wish to be on a plane or a bus with a tired bus driver or a tired pilot, why would a patient want to be seen by a tired clinician? It was felt NHS staff should generally be appreciated and supported for their good work and efforts, considering the challenging environment they have to work in, sometimes with long hours.

	<p>c) Will Harvey was unable to attend to give an update on the <b>Southwark Safe and Independent Living (SAIL) project</b>. MD gave the update instead. This is a service which provides a quick and simple way to access a wide range of local services to support older people to maintain their independence, safety and wellbeing. Anyone can make a SAIL referral by simply answering the yes/no questions on the checklist or via the website. Age UK Lewisham and Southwark, working in partnership with local SAIL agencies, will literally do the rest, from coordinating the response to monitoring outcomes.</p>	
	<p><b>Date of next meeting agreed: Thursday 8 Dec 2016 @12.30pm</b></p>	

Meeting closed at 1.50pm

<p><b>Proposed dates for future <u>Meetings 2017</u>:</b>  <b>Thursdays @12.30pm: 9 Mar 2017, 8 Jun 2017, 14 Sep 2017 &amp; 14 Dec 2017</b></p>
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