306 Medical Centre
Minutes of PPG Meeting held on Thu 12 Dec 2019

Present: **Staff:** Dr M Chawdhery (MC-GP) Mo Dawood (MD-PM), Patricia Giddarie (PG-ADM),
Patients: Richard Cooke (RC), Phillip Lipsidge (PL), Alan Robertson (AR), Kathleen Lipsidge (KL), Kwame Ocloo (KO), Sandra Floy (SF), Tina Thorpe (TT)

Apologies: **Patients:** Richard Harwood (RH), Khurshid Qureshi (KQ), David Pickard (DP)

	Agenda Item	**Timings**
1	**Meet, greet & eat**	12.15 - 12.30
2	**Welcome & Introductions** Festive welcome with mince pies for all. To enjoy at one's own risk ;-)	12.30 – 12.35
3	**Minutes of the last meeting and any matters arising** The minutes of the last meeting were agreed subject to minor typographical errors and to be uploaded on the website. **Matters arising therefrom:** **Update on 3 priorities:** **1. 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; ▪ **Update:** At the time of the meeting the next available routine appointment with a GP was in 4 working days (based on 3rd available appointment). ▪ **Availability of appointments –** The practice compares well locally in terms of availability of appointments and wait times. Based on a widely accepted formula of 72 **appointments** per 1,000 patients each week. Based on this guide the practice should be offering 381 appointments per week on average and we offer 436 appointments. ▪ **Appointment data analysis (3 months to 30 Nov 2019 – see appendix 1 below) shows:** **Offered:** 5057 appointments **Booked:** 4284 appointments (85%) **Attended:** 3984 appointments attended (91%) **Same Day:** 1035 appointments booked on same day (24%) **Did Not Attend (DNA):** 382 appointments (9%) – Average 29 appts per week (5.6 hrs per week) **Average Patient Waiting Times:** 10.8 minutes **Average 3rd Available Slot:** 8.1 days **2. Priority 2:** Premises Refurbishment Plans discussed. MD also advised that we would progress gradually with other works over the next two years in stages to include patient entrance flooring, waiting room flooring and lights. ▪ **Update:** New lighting under consideration (LED to reduce costs and try to embrace green initiatives) – awaiting quote – It was suggested that we should go for warm lighting as	12.35 - 12.45

	LED lights can be bright. This was noted and would be considered. 3. **Priority 3:** Practice Newsletter twice yearly Spring and Autumn ▪ **Update:** Next Issue due in Spring. Also available on request in any other version for visually impaired etc. MD suggested that in line with the PMS contract and what would also be of interest to our patients, two priorities should be access and DNA updates. KO suggested that bi-annual newsletter should also continue.	
4	**Commissioning update and Locality Group Meeting (if any).** i. **Primary Care Networks Update** The practice is now part of the South Dulwich Neighbourhood Network with Nunhead Surgery, Elm Lodge, The Gardens, Lordship Lane Surgery. We will be working with Improving Health our local federation as we are keen to sustain it. MD extended a thank you to our PPG members who attended the locality patient event on PCN with Brenda Donnelly (Our Cluster Clinical Director). TT gave a short update on the PCN locality event. ii. **Southwark Clinical Commissioning Group (CCG)** - MD also gave an update on Southwark Clinical Commissioning Group (CCG) planned merger to form the Southeast London CCG. Process ongoing and at this stage we are unsure how this will impact on practices in terms of support.	12.45 – 12.50
5	**Open Session** **Tessa Jowell Centre (Tina Thorpe (TT))** Tina being a member on the new centre focus group gave us a detailed update, which included history of the site and designing challenges. She gave an insight on how much goes into a new centre, with even the process of selecting chairs needing careful consideration to ensure the needs of the users are met. She also explained the process of selecting the flooring to ensure all detail was thought through such as floor colour choices to help users with dementia and ways to ensure service users are effectively signposted with colour coded walls etc. She mentioned the Art Strategy and the plans for the Centre and was keen that individuals were involved in this. Tessa Jowell Health Centre will open in spring 2020, with an official opening ceremony taking place later in the year. When finished, the health centre will house a range of health and community services, including a GP surgery, mental health and children's services, blood testing, kidney dialysis, physiotherapy, counselling, group therapy, out of hours services and some other hospital clinics. The site will have limited parking but will have the facility to park mobile screening units such as MRI and breast screening. Extended Primary Care Centre will move to new Centre from Lister Health Centre.	12.50 – 13.15

6	**AOB** a. Therapy Dogs – TT informed the group about the benefit of therapy dogs to help patients relax and that Kings College Hospital was using these and there were no infection control issues. b. Telephone System – We have now commissioned a new telephony system. We have decided to stay with BT as it's a company that is established with tried and tested services. c. Training Practice Accreditation: Practice is applying for accreditation to become a training practice. It is hoped that with this initiative we can provide additional appointments and attract additional GPs locally and help address capacity and recruitments issues at the same time. d. TT extended a special thanks to Dr Chawdhery who returned her call in the evening and she felt the commitment and dedication should be highlighted as she felt good work was not appreciated as much as it should. e. TT suggested that the PPG should be promoted. MD gave a background on the efforts made previously with a virtual group but response and take up was poor. It would seem patients had busy lives and other priorities so were not as concerns if the service they received was generally up to their expectations. Also capacity had to be considered if the group became large to accommodate. Total members signed up 20 but active about 13.	13.15 – 13.45
	Date of next meeting agreed: 12 Mar 2020 at 12.30pm The meeting was brought to a close at 1.40pm with festive mince pies	

Proposed dates for future practice PPG Meetings 2020: Thurs @12.30pm: 11 Jun, 10 Sep, 10 Dec

Appendix 1: 306 Medical Centre – Appointment Analysis : 1 Sept 2019-30 Nov 2019