

Somerford Grove Practice Patient Group Meeting



Attendees: Alex (AM), Laurian (LD), Tony (TP), Rebecca (RF), Cynthia (CD), Karen (KM), Geraldine Miller, Jeani George, Kareen Jeremiah, Dr Leo Hussain

Apologies: Katya (KS), Vivette (VF)

Date: 10 June 2019

Chair: Kareen Jeremiah

Minutes: Geraldine Miller

Agenda:

LD - Appointments system

NOTES FROM LAST MEETING AND MATTERS ARISING:

NO	ITEM	ACTION
1	TP -	<ul style="list-style-type: none"> - Patient Group Constitution - TP also sorting out the PPG Bank Account - LCD screen – TP has installed the bracket in the reception area, TP and AM to arrange when the screen will go up

NEW ITEMS:

NO	ITEM	ACTION
1	KJ – Apologies for the last minute cancellation of the April meeting	<p>It was agreed that with or without practice representatives the PPG meeting will go ahead as planned, with the previously discussed organisation:</p> <p>Secretary – Alex Treasurer – Tony Chair – Laurian Vice Chair – Karen</p>
2	AM – LCD screen presentation	<p>AM presented a draft presentation for the screen. Discussion on the content and suggestions and ideas for improvement if any.</p> <ul style="list-style-type: none"> - JG to send DNA (did not attend) figures to AM - Slides need to be slower to allow enough time to read - Patient Access and e-Consult logo to be added to slides - Clinician photos to be added along with a brief description of career, etc (KJ to speak to the clinicians) - Clearer info regarding appointment system to be sent by JG - Query regarding doctors and their special interest not being on the practice website. KJ advised this information is on the NHS choices website and will look into adding it to the SGP website.

3	LD – Appointments	<ul style="list-style-type: none"> - JG will edit the online slots description to be more user friendly <p>After discussion regarding the availability of appointments, KJ advised that if a patient does not require examination the patient can book a telephone consultation</p> <ul style="list-style-type: none"> - Change online phlebotomy slots to ‘blood tests’ - LD concerned there is a culture from the receptionists for ‘protecting the doctors’ – to be discussed outside the PPG meeting - JG has identified areas where further front of house training is needed. Discussion regarding the advice and narrative given by the receptionists regarding appointments and availability – more consistency and clarity when relaying information <p>TP also suggested having someone signposting in reception, i.e. talking to patients to get the queue down</p> <p>It was agreed when the automated check-in screen is down that a sign be placed on it in clear writing</p>
4	KJ – New Phone System	<p>Feedback requested regarding the new Phone System</p> <ol style="list-style-type: none"> 1. Long message whilst waiting is too much, announcement is too long – Messages have now been shortened 2. Now only 10 patients waiting in the queue for the call to be answered 3. Patients have reported the phone cuts off mid-way through a call – KJ will do a test run when the phones are extremely busy and has asked the group to let the practice know if this happens.
5	JG – Patient Access	<p>Patients can now use their email address to access the online system instead of the reference number previously given</p>
5	KJ – New reception staff	<p>Good feedback regarding the new staff</p>
6	KJ – CQC	<p>The practice has had a telephone interview with the Care Quality Commission (CQC). No significant changes to the quality of services provided were identified since the last inspection. CQC will continue to monitor the available information and data throughout the year.</p>
	KJ – HUB appointments	<p>Explanation regarding the HUB appointments</p> <ul style="list-style-type: none"> - Surgeries are within City and Hackney - Clinicians have access to the records (with consent from the patient) - Appointments are from 4pm Monday to Friday and 8 am – 8 pm at the weekends - It was agreed a list of the HUB practices to be provided to the patients
7	KJ - PPG Neighbourhood Meeting	<p>TP and another patient CN attended the Neighbourhood PPG meeting. The aim of the meeting was to get patient groups together to look at ways in which we can involve patients in discussion service delivery in the local area. There are 5 practices within the neighbourhood consisting of 32,000 patients in total. From 1 July the Neighbourhood will become PCN (Primary Care Network) with Dr Moyra McAllister as neighbourhood Lead</p>

8	AOB	PPG Budget; discussion on spending the remainder budget, suggestions: <ul style="list-style-type: none"> - CD toys for children – parental control of children. Advised no longer allowed to have children’s toys etc due to infection control - Water dispenser - explanation why the water dispenser was removed from reception (children playing with the water) - TP requested to put a hook to hold the front door open – agreed - KJ – Informed group that the practice has approached NHS properties in regards to installing CCTV - KH to be sent the N.A.P.P login details - KJ to circulate the patient survey by next month – KJ to circulate the survey to the group
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Meeting dates for the year 2019/20:
April 29th 2019, rescheduled to June 10th 2019
August 12th 2019 at 18:00 pm
October 28 th 2019
January 27 th 2020

Action Plan:

	Issues Identified	Recommendations	Action required	By Whom	Deadline	Completed
1	Phlebotomy (blood test) chair broken needs replacement	Purchase new chair	Order from PSUK	KJ	End July	
2	Long queues at the front desk in the morning	Receptionist signposting patients waiting in the queue to provide a more efficient service and reduce waiting times	To be discussed	KJ/Partners	August	
3	Automated check-in machine not working – no signage	To place a sign on the screen when machine is out of order	Laminated sign to be produced	JG	June	
4	No details of HUB Practices in waiting area	Display poster with list of HUB Practices		JG	June	
5	No information relating to the days that clinicians are available in the practice	Add information to SGP website	To discuss with website service provider	KJ	July	
6	There is no hook and latch to keep the front door open	Hook to keep the door open	TP to install	TP	July	