

Somerford Grove Practice Patient Group Meeting



Attendees: Jeani George (JG), Kareen Jeremiah (KJ), Geraldine Miller (GM), Tony (TP), Alex (AM), Laurian (LR), Katya (KS), Karen (KH),

Apologies: Christopher (CW) Dr Leo Hussain (LH) Merel (MR)

Date: 28 January 2019

Chair: Kareen Jeremiah

Minutes: Geraldine Miller

Agenda: Feedback from last meeting

NOTES FROM LAST MEETING AND MATTERS ARISING:

NO	ITEM	ACTION
1	TP - Constitution	Discussion regarding Quorum and constitution organisation – To look at ways to get more sign up from patients and member participation

NEW ITEMS:

NO	ITEM	ACTION
1	Neighbourhood meeting – 14 February 2019	<p>North West Neighbourhood meeting:</p> <p>Members of PPG invited to attend on Thursday 14th February 2019 at 13:45 – 14:30 pm to be held at West Reservoir Water Sports Centre, Green Lanes, Hackney, London N4 2HA.</p>
2	Patient Group Constitution	<p>After discussion it was agreed by all members present that the following representatives would take up position in the group. This will be reviewed in 12months.</p> <p>Secretary – AM Treasurer – TP Chair – LD Vice Chair – KH</p> <p>TP to look into Bank account Joint signatories – Alex and Tony</p> <p>Copy of the NAPP Membership Certificate to be displayed in the patient area with a notice to sign up if interested in becoming part of the patient group.</p> <p>KJ informed the link with minutes of the PPG meetings on the practice</p>

		website has been removed. She will arrange for this to be added back to the website.
3	TV installation	AM to be advised on the drop measurement for the TV – KJ to inform AM to look into the cost of the TV bracket AM will also produce, once agreed, the content to be displayed on the TV screen
4	Finance	The remaining budget for the Patient group is £2870.47
5	KJ – New Phone System	Feedback requested regarding the new Phone System <ol style="list-style-type: none"> 1. Long message whilst waiting is too much, announcement is too long 2. Could there be a “Please hold” message alongside the long narrative 3. Number no longer withheld which is a good thing so you now know who is calling 4. Place is queue message would also be useful – KJ will raise this with the phone company as limit is 10 patients <ul style="list-style-type: none"> ✓ Each phone has two lines – phones are constantly ringing ✓ Now can see which patients are calling ✓ Can see how many calls were missed ✓ Calls are now recorded Suggestions: - Poster in reception displaying less busy times to call
5	KH – New reception staff	Feedback - New receptionists are very friendly - previous encounter with other staff member was unsatisfactory. KJ – Leave feedback via Care Opinion on SGP website – Responses are monitored by Dr Hindley.
6	KJ – Patient Survey	Survey is done every year, TP sent out some questions Improvements to the survey <ol style="list-style-type: none"> 1. ‘Yes’ and ‘No’ option on one line 2. ‘Please fill out SGP 2019 Services Survey’ – to improve the service 3. Suggestion Box is too large – to reduce size 4. Remove the i.e. part of question 7 5. New question to be added regarding the HUBS 6. Q10 regarding the email address to be more specific; not replace ‘scripts’ with ‘prescriptions’ and ‘appts’ with ‘appointments’ 7. Q10 add neutral KS suggested using Survey Monkey in addition to the paper survey so it can be done electronically and all the results counted. KJ will look into this.
7	KJ – Hub Practice	In City and Hackney there are HUB practices which operate between 4pm – 8pm in the evenings and on weekends 8am – 8pm. The Hubs are

		at Nightingale, Stamford Hill Group Practice, Hoxton Surgery and Richmond Road. Appointments have to be booked via reception.
8	KJ – CQC Visit	PPG members are required to be present on the day of the visit. AM attended the previous one. KJ will email the group when a date is received.
9	KS – SPAM Patient Access Email	KS received an email with a link and queried whether the email was genuine. KJ will investigate and get back to KS.

Actions:

- Copy of the NAPP Membership Certificate to be displayed in the patient area with a notice to sign up if interested in becoming part of the patient group.
- AM to be advised on the drop measurement for the TV – KJ to inform
- AM to look into the cost of the TV bracket
- Edit survey with suggestions as above in No 6
- Poster in reception displaying less busy times to call

Meeting dates for the year 2019/20:
April 29 th 2019
July 29 th 2019
October 28 th 2019
January 27 th 2020