



# *St George's Medical Centre*

## *St George's Patient Participation Group*



### **Minutes of Meeting 28<sup>th</sup> October 2014 5:30pm**

**Attendance:-** MB, FH, DJ, JB,AR, AS, VS, Dr Botros, Varsha Chohan, Ahmed Mahamed, Sukhminder Birdi

- 1. Welcome and Refreshments** – Varsha welcomed everyone.
- 2. Apologise MB, NC, SM, VA and WF**
- 3. Discuss minutes and action points of last meeting held on 14.02.2014**

### **ACTION POINTS 14/02/2014 and their outcomes**

Date	Description	Action	Outcome/Date Completed
14.02.2014	Making patients aware of our practice website	Group suggested if the information can be added on the TV and LCD screen in waiting area and also receptionist staff to promote this information.	7th March 14 added to LCD screen. Reception continuously advice patients of practice website – on going awareness.
12.02.2014	Online repeat prescription via website	Group suggested if receptionist staff could make patients aware of our online repeat prescription request. Add information on the right hand side of prescriptions; add information on TV and on the LCD messaging system.	Reception staff promote online prescription to all patients who request their prescription and advice given to all new registered pt and hand them practice leaflet with information - on going improvement and awareness

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12.02.2014	Telephone consultation	Reception staff to inform patients – when pt booking appointments. Add information on TV screen and LCD messaging system	07.3.14 added information on LCD screen – reception make patient aware when booking appointments. On-going awareness
14.02.2014	Online appointment promotion for service	Help from new clinical system	On-going – awaiting new clinical system to set up which has been approved and up and running
14.02.2014	Text message sent to patients when they book appointments and a reminder is sent a day before appointment to remind patients	Help from new clinical system	On-going – awaiting new clinical system to set up – completed and up and running all pt with mobile numbers receives confirmation of their app.
14.02.14	Add data sharing information	Add poster in waiting area	Varsha to download information from website – to laminate and add in waiting area due by May 2014
14.02.14	Training for reception staff on customer service	Varsha to organise with all staff	In house training and discussed in practice meeting on 11.2.14

### 4. Practice Update

- **Online Appointment/Rpt Prescription** – poster in waiting room and on our practice website.

- Few Patients has signed up.
- Need to bring original Photo id ie passport or driving licence.
- We will register pt then email them their password and user name.
- Email address needs to be verified

Mr AS has received his username and password but has not had a chance to log in and set up. Patient asked about the different appointments available – Varsha added on that there is mix appointment session available for morning and afternoon sessions – which can be booked, changed and cancelled as well.

We also have appointment booking for pre-books made over the phone. We are encouraging all patients to make full use of the system and register to activate their username and password.

- **New Patient Survey Questions for this year – The following questions were agreed by the PPG and requested to have only 5 short questions. Varsha will prepare the survey and hand out to patients once completed.**

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1. Access to online – would you like online access to Appointments, Prescription and summary information. Yes/No
2. Do you have an email address – Yes /No. Do you give consent – would you like us to contact you via email? Please give us your email address -
3. Text messaging – would you like us to text you appointment reminders.
4. Are you aware of telephone consultation
5. Are you happy with the surgery opening hours?

- **Injection Control** – the practice has made improvements and made changes to maintain infection control procedures. Below are some of the changes made:-
  - Added Alcohol gel – added in hallway
  - Hand dryer – added in wash room downstairs
  - Hand washing procedure – picture poster and guidelines on step by step procedures of washing hands technics.
  - Practice is cleaned daily and so are the toilets by cleaner
- **Ebola** – Dr Botros discuss the symptoms and the practice plan in place
  - outbreak in Serra Leone, Liberia, Guinea
  - Symptoms - high temp, vomiting, Diarrhoea, headaches, muscle cramps, bleeding from nose or mouth and feeling unwell.
  - Practice Plan – Advice Pt to stay home and call the surgery for advice.
  - If patient came to the surgery we will ask them to go upstairs in staff wash room and not come out until ambulance arrives.
  - Pt needs to be isolated – no contact with other pt or staff.
  - Practice will call the ambulance and the health Protection agency
- **Friends and Family Question** – this is a compulsory question we give all patients opportunity to complete.
  - The Question is – “We would like you to think about your recent experience of our service. How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?”
  - Will start 1<sup>st</sup> December 2014
  - Monthly evaluation – updates on practice website

**5. Mr A S – update on PPG meeting – Ealing CCG’s commissioning intentions 2015-16 – Venue Nelson Road of Ealing Town Hall – Tuesday 23<sup>rd</sup> September 2014 from 6:00pm to 7:30pm. – Mr AS has still not received minutes of meeting for him to distribute today to**

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PPG. He briefly mentioned that this meeting was not very well organised, there were not enough seats to sit, and there were no group talks. The outcome of meeting was about changes implementation for services provided for the elderly (65years and over) plus for patients who have disability or physical issues. The support they will provide would be each patient under this category will have 2 Co-Ordinator – one care Navigator (will support over 75yrs old) and one connectors (the service provider). CCG Plans are to enable patients to stay independent, help patients to take control of their own care and manage their own conditions. Mr AS informed us that as soon as he receives the minutes of meeting, he would forward to Varsha to distribute to the PPG.

AR informed the group that the walk-in urgent care centre in Hayes Town is closing down and patients were advice to go to GP/A&E, A&E, maternity and Child clinic in Ealing Hospital will all close down soon.

6. **Open discussions** – Dr Botros discussed the procedure we have in place – where a patient would like to speak to Dr Botros. We have task within our new clinical system where all staff sends messages to the Doctor. Dr Botros then actions them after surgery. FH – had query with prescription – not ready/lost after 48hrs. VS mentioned that not needed items are being issued by staff. Varsha added that we have monthly practice meeting to overcome these errors and staff are more organised – AS and FH agreed that there has been improvements. Dr Botros discussed that there are two types of consultations one is telephone consultation which needs to be booked in as normal appointment and emergency appointment – for patients who really needs to be seen. DJ informed that Patients who do not need their booked appointments need to call and cancel so can be given to another patient. This will also help the DNA rate and patients who really need appointments make use of them. JB and AS mentioned to have a big poster of switch off you mobile phones as it is very annoying for patients sitting in the waiting room with the noise. DJ mentioned to use text message for blood test message – Dr Botros added due to confidentiality we are not able to proceed with this. We inform patients it is their responsibility to ring the surgery for their results. JD said there was no paper printout in BP machine, Varsha added that we ordered the paper roll and has added to BP machines. AR was happy with the appointments and always gets within the week. Positive feedbacks from the PPG on the improvement the practice has made and are happy with the services provided.
7. **Sum-up** – Varsha reviewed the above action plan with the PPG and have been agreed. Next meeting date – 13<sup>th</sup> March 2015