

# St George's Medical Centre

## Patient Participation Group



### Meeting Minutes 15<sup>th</sup> December 2015 12:30

**Attendance:-** Varsha Chohan, Mohamed Warsame, Marianne Ghaly, MB, FH, DJ, VA, WF, JB, AS

**Apologies:-** Dr Botros, Sukhminder Birdi, NC, AR and MG.

#### 1. Welcome and refreshments

Varsha Welcomed everyone – had a quick induction for new member of reception staff:- Marianne and Faiza and Health Care Assistant - Mohamed

#### 2. Discuss Actions from last meeting

#### Action from previous meeting

Action Point	Outcome	Date Completed
Add survey audit onto website and in the waiting area – to make all practice patients aware of online access availability	Varsha laminated the audit and put up in the waiting room notice board and onto the website. Under Patient Participation Group.	17.3.15
Friends and Family Survey add comments on the website and in the waiting area	Varsha laminated the comment sheets for the FFT and put up in the waiting room notice board. And onto practice website	17.03.2015 and is on-going
Add more online appointments for the late evenings	Varsha has amended the online appointments for late evenings. Added Availability for late appointments.	17.03.2015 and is on-going
As we received positive feedback through our patient survey we would encourage all patients to have Online access for appointments, repeat prescription and summary records.	Reception staff Continue to get consents from patients for online appointment and online prescriptions. Have added to registration pack.	13.03.2015 and is on-going
Telephone Triage	Added onto practice website under Appointments. Reception staff giving patients options on telephone consultation appointments	17.3.15 and is on-going

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### 3. CQC – Care Quality Commission update

We have made many changes and have improved services and care for our patients – we have monthly audits on our health and safety, infection control procedures. We are all trained and have made changes in the 5 Care Quality Commission Categories

- **Safe** - we mean that people are protected from abuse\* and avoidable harm,
- **Effective** – we mean that people's care, treatment and support achieve good outcomes, promote a good quality of life and is based on the best available evidence.
- **Caring** - we mean that staff involve and treat people with compassion, kindness, dignity and respect
- **Responsive** - we mean that services are organised so that they meet people's needs
- **Well-Led** - we mean that the leadership, management and governance of the organisation assures the delivery of high-quality person-centered care, supports learning and innovation, and promotes an open and fair culture.

Varsha informed that we would be inspected by the CQC and they would like patient PPG group to attend on the day, so will be contacting patients for their support in attending. We will only be getting 2 week notice. All members agreed and will attend when needed.

### 4. Patients Questionnaire-

- Are you aware of Summary Care Records(SCR) - YES – NO Answer and comment box Do you want more information
- Are you aware of Electronic Prescribing Service (EPS) and having a nominated pharmacy to collect your prescriptions YES-NO answer with comment box.
- Are you happy with your Appointment –YES-NO answer with comment box?
- Are you satisfied with your GP – YES – NO Answer with comment box

The above survey questions were agreed by the PPG members and have asked Varsha to prepare the survey questions and give out to patients. All agreed to complete at least 100 surveys

### 5. Updates on Practice Services-

#### EPS – Electronic Prescribing Service

This is a service provided to all our patients and have been live since February 2015 –

GP practice will be able to send your repeat prescriptions electronically to a pharmacy of your choice.

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EPS can save you time picking up your medicines  
EPS gives you more choice of where to collect your prescription  
EPS makes it easier to cancel and re-issue your prescription  
This will make ordering and collecting your prescriptions faster and easier  
Posters are added waiting area, reception staff have introduced to patients and updated on our practice website.  
Very useful if you are on holiday (within the UK) you can request for your prescription and give us your closest Chemist – if on our listing we can send an electronic prescription to them.

### Named GP

From the 1<sup>st</sup> of April it is part of GP contact to inform all registered patients that their registered GP is their named GP who will have overall responsibility for the care the surgery provides. Patients can continue to see any GP of your choice. Varsha informed members that she had sent out letters, emails and text messages to all patients around July 2015.

### Friends and Family

This is contractual for the practice and will be on-going. The F&F test is a questionnaire we give to patients seen by GP, Nurse and HCA to give their view on the service they received. These are audited on monthly bases.

### Summary Care Records

Discussed the leaflet provided to the group – informed the importance of having patient summary care records access for use of other health professionals. Varsha gave an example of if patient attends the A&E the Dr can view patients relevant information. This will only be accessed by health professionals.

## 6. Open Discussions

- queries with EPS prescriptions – where some medication do not get sent electronically- patients have to come to surgery to find out why – informed this is an on-going issue due to some medication cannot be sent to the pharmacy – advice to patient to contact reception on which medication has been issued and which have been sent electronically to chemist. IT are looking to have the controlled drugs/ some particular medication sent electronically as well – on-going issue.
- Health Watch – Mr DJ and Mrs FH attended the meeting held by the PPG CCG group called the network Patient Participation Group ( NPPG)
  - The health watch helps with sharing information, improving services, improving access, aware of what's happening in the NHS.
  - They have introduced health watch for Ealing and provide information on how patients can get involved. Varsha will make copies and handed out to group which included ground rules and contact details of getting involved.

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- Varsha will arrange a CCG PPG lead to attend the next PPG meeting. All agreed.
  - All PPG group members have signed the Consent form (NPPG) some have agreed and some have not.
  - Extended Hours – we have extended hours on Monday evening from 6:30pm to 8:00pm and have introduced Fridays 6:30pm to 7:40pm since 01/12/15 to 31/03/2016 for on the day emergency appointments only. These appointments are not pre-bookable and are available for on the day booking only.
  - We need an umbrella holder – for use of rainy days – floors become wet due to the umbrella dripping water in hallway and waiting area. Varsha agreed to buy a holder and will keep behind the front entrance doors.
  - Space for buggies – suggestion to have a roof shed put up in the front garden for mothers to leave their push chairs – Varsha will discuss with Dr Botros and see what can be done – in the meantime patients can keep their buggies in the hall way between the consultation room 1 and 2.
  - Have photos with staff name and Job title and update when new staff join the practice – Varsha informed members that it is updated on the website.
7. **Sum-up** – meeting was ended with all member agreeing to the below actions. Next meeting will be circulated once confirmed
- 8.

Action agreed on 14.10.15	Who to complete	Date and outcome
Complete questionnaire	Varsha – to prepare questionnaire and distribute them to patients	
Add more online appointments	Varsha	
Umbrella holder	Varsha to order and keep at entrance	
Staff photos and Job Role Kept at reception	Varsha	