



St George's Medical Centre

St George's Patient Participation Group



Minutes of Meeting 16th March 2012

Attendances:- Dr Botros, Mrs Varsha Chohan , Mrs Birdi, Mrs Hana, Miss Kingaru,
PPG - MB, VA, NC, WF

Apologies:- Mr Mahamed, Mrs Guinto,
PPG - SM, FH, DJ, HA

1. **Welcome** Varsha Welcomed everyone and gave patients and staff apologies.
2. **Introduction:-** Varsha thanked everyone for attending – and gave handed outs on information that will be discussed on.
3. **Discuss briefly minutes of meeting held on 18.11.11** – had an open discussion on previous minutes. Varsha recapped on the services provided within the practice. How we use patient emails for communication purpose. Practice Website to give patient information about the practice day to day services and uses. Reason for having a Patient participation group and how this can help in providing a better service to our patients. Everyone agreed and had an open understanding of a PPG and services provided at the practice
4. **Action Points** – the following action points we agreed on from the last meeting held on the 18.11.11 which are:-
 - **Improve on appointment system** – we conducted a patient survey and the questions below (appendix 1) linked to this action point – according to the survey about 55% of patients find it very to fairly easy to get through the phone, 61% of patients are able to book an appointment with the doctor and 54% are able to book an appointment with the nurse. Improvements Made on:-
 1. Creating 5minutes appointment slots which are pre-bookable in advance. These are given to patients who do not need more than 5minutes appointment with the Dr. At the time of booking the receptionist staff confirms this to the patient.
 2. Introducing Minor Ailment Scheme to patients – this scheme was introduced to the practice by the Primary Care Trust. This is where practice and local chemist work together for patients with following problems ([Athlete's foot](#), [Blocked nose](#), [Conjunctivitis](#), [Constipation](#), [Dermatitis](#), [Diarrhoea](#), [Hay fever](#), [Headache](#), [Head lice](#), [High Temperature](#), [Indigestion/Heartburn](#), [Nappy Rash](#), [Mouth Ulcer](#), [Sore throat](#), [Strain or sprain injury](#), [Teething](#), [Threadworm](#), [Thrush and Warts/Verrucas](#).) Reception staffs are able to refer patients to the local chemist or pharmacist using a Patient Passport form. The patients take the form to the chemist and the pharmacist will advice and give necessary medication treatment. Once treatment is completed the pharmacy sends the

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documentation back to the practice and is entered into pt medical records. This saves appointments for patients who really need to be seen.

Appendix 1

	Haven't tried	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	0	0	0	0	0	0
Booking an appointment with the Doctor at the surgery?	0	0	0	0	0	0
How <u>easy</u> is it for you get an appointment with a Practice Nurse at the surgery?	0	0	0	0	0	0

- **Patient Group to help with Different language literature and posters** – Patient group members have helped in creating leaflets for our self check in system for our Somali and Arabic patients also with the help of practice staff. Open discussion was made to the group for volunteers who can help to interpret for patients who have difficulty in speaking and understanding English. Everyone agreed to help and participate. If patients give consent for interpreter than the patients group members will be contacted in advance for help.
 - **Update the waiting area with more need information** - Varsha has made changes in waiting area and removed all unnecessary leaflets and posters. All practice information is kept on the blue notice board. The LCD is updated with several practice information and services. The TV in waiting area is updated on regular base with health information and surgery opening times.
 - **Patient education** – we can help in creating different language leaflets on several health issues and have a practice leaflet in as many languages as possible. Introducing healthy walks and bicycle riding which is provided for free to all patients by the EPCT. Diabetes health concerns and guidance of healthy eating and regular exercise. All Patient participation group agreed to this point and think it will be a good opportunity for the different minority of patients
5. **Patients Survey Audit** - Varsha gave everyone handouts of the audit conducted for the patient survey that was done in the practice during mid December 2011 to Mid January 2012 (Total complete survey 90) and the following points were discussed:-
- We need to make patients aware of Dr and Nurse Telephone consultation triage as 49% for GP and 54% for nurse have not tried or do not know of this service. Patient group agreed on to have this information added onto practice website, onto practice leaflet and poster in waiting area.
 - Overall Cleanliness of practice is good but patients could help by keeping waiting area clean by make sure when finish reading magazines they are put back into place. Parents make sure their children do not play with the information leaflets and throwing them on the floor. All patients agreed and one patient also commented that when they have an appointment they will put away any leaflets or magazines lying around. All agreed on this point
 - Very good comments were made on the entrance access to practice. Patient group added comments that we have good disability facilities

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for example ramp at front of surgery, wide door entrance, downstairs disability toilets, and easy access for mothers with push chairs. Wide entrance to consultation rooms and induction loops for the hard to hear patients at reception area. Another good comment was made on how helpful our reception staffs are (78%) – Patients agreed to this comment as they have found the reception staff have knowledge of the different services provided within the surgery and always encourages patients to use our service provided for example the Minor Alignment Scheme, use of pharmacy, telephone triage. Handling of telephone messages and good communication with both patients and all staff.

- There were about 18% of patients who were not happy about when they come to reception and other patients can over hear their conversation. Dr mentioned if patients need to discuss information that is very confidential then to ask a member of staff, who will talk to them in one of the rooms where there will be privacy.

6. **Overall services provided by the practice** updates were discussed again on the follows services-
 - We have a practice website – www.stgeorgesmedicalcentre.co.uk which is full of information about the surgery and about health advice. You are able to request repeat medication online.
 - An easy to operate self-check-in system.
 - LCD messaging screen – giving information about the practice to patients’.
 - Have increased the services by providing anticoagulation clinics, minor surgery and smoking cessation.
 - Able to provide appointments for patients on the day and also allow to pre-book appointments.
 - Telephone triage services provided
7. **Open discussion –**
 - Patient groups are happy to speak to patients and introducing services to patients when come in for an appointment with the Dr or Nurse
 - All patients should provide email address so regular updates of practice information can be sent out.
 - When patients reviews are due a letter should be sent, Dr/Nurse added on that when patients come to the surgery with an appointment and if reviews are due they would do all necessary checks at that time which safes patients coming back to the surgery.
 - To help the surgery perform better and provide good services can be improved by the help of patients.
 - Very good service with a good atmosphere. The practice is in the right direction for improvements
8. **Sum Up** – Varsha briefly discussed over above action points and everyone agreed to them and gave suggestions that improvement and changes will be ongoing. Varsha and Dr Botros closed meeting by thanking everyone and an email update will be sent with the minutes and next meeting dates.