

ST GILES SURGERY
40 St Giles Road, Camberwell, London, SE5 7RF
 Tel: 020 7740 4737 Fax: 020 7701 6199

PATIENT PARTICIPATION GROUP MEETING HELD ON THE 25TH FEBRUARY 2015 AT 5PM
ATTENDEES

NAME OF ATTENDEE	SURGERY REPRESENTED
Liz Sibthorpe (LS)	Dr Virji
Barbara Meilink (BM)	Dr Patel
Margaret Cavendish (MC) (sent her apologies /DNA'd)	Dr Patel
Jeremy Dawes (JD) sent his apologies /DNA'd)	Dr Patel
Adam Black (AP) – (sent his apologies /DNA'd)	Dr Patel
Raymond Cole (RC) (New member)	Dr Patel
Rose Mason (RM)	Dr Patel
Perpetual Aikins	Senior Reception (Both Practices)
Cindy Mootosamy	Practice Manager (Both Practices)

Minutes

Agenda Item	Notes	Action
1. Welcome and introductions	Cindy opened the meeting by welcoming and thanking all present for attending and was followed by a short introduction from all members present. Apologies received from Adam Black, Margaret Cavendish & Jeremy Dawes David Pink the previous Practice Manager had left and Cindy has been appointed as the new Practice Manager since October 2014	
2. Minutes of last meeting	Discussion was about sub groups – diabetes meeting which was well attended at the surgery in the past. No issues arising	How to plan other awareness meetings / groups Mental Health, Diabetes & walking group
3. Local PPG meeting Cambridge House, 1 Addington Square, Camberwell, SE5 0HF	Held Monthly – Member (LS) usually attends and represents the practice – didn't attend the January meeting. March the 10 th will be the next meeting Poster displayed on the notice board in the waiting area.	Member (RC) recently attended some patient participation training for patients and members of the public. Cindy (PM) will find out about future training for interested PPG members to attend and will inform the PPG in next meeting.

<p>4. Patient Survey report /results (FFT)</p>	<p>Explained The Friends & Family Test for NHS England, which consists of two questions. The results are sent to NHS England monthly and placed on the NHS Choices website for public viewing. This has been live since December 2014 and on the practice website for all patients to complete and also in the practice, forms are available at the reception desk and once completed they should be submitted through the box on the reception desk. Cindy explained that the survey is also conducted through text message which is sent to patients who had seen a GP on that day.</p>	<p>Members looked at the past 2 months survey reports and also looked at the feedback and comments at the end of the reports. Members were given a copy of the report.</p> <p>Some Discussion took place about feedback from the survey to determine the decision of the areas of priorities for the practice</p>
<p>5. Discussion of areas of priorities to be agreed.</p>	<p>1. Phone system – still difficult to get through and to review the phone system over the year to try and ease the problem of contacting the practice</p> <p>2. A Patient calling system /Screen & reviewing/updating the current website</p> <p>3. Exercise Group (setting up a walking group)</p>	<p>1. The feedback and comments from patients in the survey reports indicated that there were still difficulties to get through to the practice on the telephone. One member mentioned that the phone is sometimes still on out of hours service despite being 8:10am. There were mixed feedback from the group and Although this is a challenging and ongoing problem which could be hard to improve members present agreed to keep it on our action plan 2014-15 as part of improving access. Practice Manager should look into new enhanced telephone systems which allow patients to queue rather than receiving a constant busy tone. Other practices in the locality are aiming to work together as part of neighborhood development to improve access.</p> <p>2. A patient calling feature that integrates with our existing patient management system, to call patients automatically with a simple screen message, accompanied by an audible alert. On the electronic patient call board, The screen will show your name, the name of the doctor and their room number. Members of the group felt that the Patient information screen and call system should be suitable for those with sight and hearing impairments and complying with disability access act.</p> <p>On the other hand, the group feel that the website is not user friendly, display should be changed and less complicated. PPG group members mentioned that very often they cannot understand when the doctor calls their names via the microphone and are left worried that they could have missed their appointments as the message was unclear through the microphone. Cindy will look into the cost implication and discussed with suppliers and other practices of the best system on the market.</p> <p>3. Planning and setting up a walking group with the registered patients and staff at the surgery</p> <p>Members agree to add this as one of the areas of priority this year. Many pensioners & elderly patients suffering from long term conditions would benefit and what a better way to get around than one that is sociable and free. Southwark is a beautiful place to walk and it was discussed during the last meeting that Whether you're a motivated walker, or need a little extra encouragement, the aim would be to encourage patients to spend more time on your feet, and more physical activity that would improve their health.</p>

		<p>The self-management referral programme accessible to all Southwark patients with long term conditions was discussed and explained to the group. Leaflets and posters are displayed at the reception.</p> <p>Cindy will contact the Southwark Council / Gov walking group coordinator supported by Living streets to assist the practice in setting up one – providing guidance, posters & materials.</p>
AOB	<ul style="list-style-type: none"> The group also suggested that we should have a leaflet stand in the waiting area – the same as the one in the baby clinic room Customer service of reception team – group feel it is a management issue and should be acted upon internally /warning for rudeness /monitoring and feedback Member (RM) mentioned that reception team is always very helpful. Members requested for a GP to attend the PPG meeting regularly. Recruitment into the group continues to be difficult. We discussed keeping the evening meetings from 6.30pm, and including invitations to join with registration packs. Agreed to include information with registration packs and sign up forms to be available on the reception desk. 	<ul style="list-style-type: none"> We decided that recruitment for more members would remain open in the hope of broadening the membership. One Member suggested members attending should bring a registered friend along to the next meeting
Next meeting	<ul style="list-style-type: none"> Initially the meeting was suggested to be quarterly but was difficult to achieve during the past year and to get the group back up to speed with all the changes within primary care. This will be addressed again in the future and the next meeting date will be emailed to all members at least 2 weeks before. 	<p>Meeting concluded by Pep (Senior Receptionist) who thanked the group for attending.</p>