

# OPEN DOOR SURGERY PPG MEETING 6<sup>th</sup> AUGUST 2015

## Minutes

Attendees:	Dr Sudip Dutta (GP)	B.K.
	Dr S K Mittal (GP)	P.B
	Dr Panna Mittal (GP)	N.D.
	Dr V K Mittal (GP)	R.R

1) Introduction of new member, P.B. He wanted to join the group as he had a lot of positive experiences with the practice in Tooting that he wished to share. In particular he wanted to thank the reception staff for the wonderful job that they do in difficult circumstances.

2) Progress on the three action plans from last meeting:

- Improved awareness of our website and on-line services

We have displayed large signs in both waiting rooms with the website address. On the blank right hand side of each prescription we are now printing a message informing patients that they are able to order repeat prescriptions and book appointments at Tooting surgery through the website. Newly registered patients are being informed about on-line services.

There has been a steady increase in patients using the website and requesting medication/booking appointments, although numbers are still low.

Patients will also be able to access their basic medical records on-line, but will need to provide proof of identity if not well known to staff before receiving this access information.

- Display reception and clinic opening/closing times in waiting room.

Our Balham surgery has always been a walk-in service but there are three GPs working at that site so patients have been asking to know which days and at what times each clinician is working.

We now have a clearly visible timetable on the Balham reception desk which shows the start times and closing times of each clinic and when each GP is working.

We have since put up notices on the practice door window and by the reception desk with the clinic times and whether it is walk-in or for booked appointments. We have placed these timetables on our website as well.

The extended hours clinics in Tooting will be gradually phased out over the coming months due to lack of funding. The late clinics will run from 4-6pm daily from December 2015.

- Waiting room noticeboards

The patient group commented on how tidy and well laid out the poster boards in Balham now looked. Each board contained a specific area of interest and relevant posters. A lot of duplicate and old information had been removed, and the information was bright, bold and visible from a distance.

### 3) Patient feedback – Friends and Family Test on website

Since December 2014 a short questionnaire has been on our website for patients to complete and offer a comment about our practice. The main question was ‘would you recommend this GP surgery to your friends and family?’

We have had about 50 replies per month, total of 373 replies so far.

So far: 70% ‘extremely likely’ and 30% ‘likely’ to recommend us, which is an excellent outcome. The comments left on the page are also universally positive, with patients particularly pleased with ease of access at a time when 2 week waits to see a GP at the norm at other surgeries.

### 4) Complaints, COMPLIMENTS and suggestions box feedback

Our newest member suggested that we change the label on the suggestions box, to include ‘compliments’. He felt that this would encourage a more positive and productive mindset for patients that see it instead of just a way to make negative comments. The main purpose of the feedback box is to allow for constructive criticism and suggest ways in which we can improve the service after all.

### 5) AQP Ultrasound clinic was running in clinic once a week – this had a shorter waiting time (2 weeks) than the service at St George’s Hospital (6 weeks).

\*Update\* - this service has now been discontinued but patients will be referred to SGH at usual.

- 6) On August 12<sup>th</sup> a Wandsworth Carers meeting has been organised for carers of elderly, frail or unwell patients. A lot of interest has been shown so far, and hopefully similar events can be promoted in the future.
- 7) From this year each patient will have a named, accountable GP. This will not change the way on which patients access GPs, and they are still able to see any GP that they choose. It just allows secondary care and other services to have a single point of contact in case of query, and patients/family members will know the best person to discuss their case with.
- 8) Decide on next action plans:

We will look to expand the patient group further and target under-represented groups, for example those from a Pakistani or Black background, young mothers, those with physical or mental disabilities. The GPs will be handing out PPG invites to patients that may be interested. We will also be developing a 'virtual PPG' for those that cannot attend the practice. They will be kept abreast of practice changes via email.

More mental health promotional material to be added to notice-boards and website.

At the next meeting we will attempt to have a presentation about research studies at the practice. We will attempt to have a big patient turnout for this.

Next meeting – Feb 2016