

Patient Group Meeting Sept 2018 Minutes

Held at: 20/9/2018 7pm Open Door Surgery, Balham

Attendees: Dr Sudip Dutta B.K. S.S.
 Dr V K Mittal C.D. A.D.
 Meenu Mittal M.K A.S.

1) How are we performing? **Friends and family test results:**

Friends and Family Test Report: August 2018

Number of patients providing feedback: 47

Cumulative and previous survey information

Table 2

	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Frequency and distribution of ratings					
			Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Cumulative feedback*	538	97%	337	186	9	1	3	2

*This cumulative feedback is based on the sum of the previous months survey data, as below (up to a maximum of 12 months).

Month	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Aug-18	46	93%	27	16	2	0	0	1
Jul-18	37	100%	25	12	0	0	0	0
Jun-18	49	92%	28	17	2	0	2	0
May-18	47	100%	28	19	0	0	0	0
Apr-18	45	93%	30	12	1	1	0	1
Mar-18	48	100%	31	17	0	0	0	0
Feb-18	42	100%	29	13	0	0	0	0
Jan-18	41	100%	24	17	0	0	0	0
Dec-17	44	98%	27	16	1	0	0	0
Nov-17	48	96%	27	19	1	0	1	0
Oct-17	45	100%	28	17	0	0	0	0
Sep-17	46	96%	33	11	2	0	0	0

A total of 538 responses over the past 12 months and an outstanding 97% of our patients would recommend us to friends and family.

2) NHS Prescribing guideline changes:

We had a discussion about the new limitations on prescribing for certain conditions, listed below, for which medication can be bought over the counter. This would free up both GP appointments and save the NHS money for other care, such as cancer treatments. It will take some time for the public to get used to these changes. We will attempt to find posters that we can display in each waiting room to notify our patients and place information on our website.

Conditions affected by NHS prescription crackdown

- Acute sore throat
- Infrequent cold sores of the lip
- Conjunctivitis
- Coughs and colds and nasal congestion
- Cradle Cap (seborrhoeic dermatitis – infants)
- Haemorrhoids
- Infant colic
- Mild cystitis
- Mild irritant dermatitis
- **Dandruff**
- Diarrhoea (adults)
- Dry eyes/sore (tired) eyes
- Earwax
- Excessive sweating (Hyperhidrosis)
- Head lice
- Indigestion and heartburn
- Infrequent constipation
- Infrequent migraine
- Insect bites and sting
- Mild acne
- Mild dry skin
- **Sunburn**
- Sun protection
- Mild to moderate hay fever/seasonal rhinitis
- Minor burns and scalds
- Minor conditions associated with pain, discomfort and/fever. (e.g. aches and sprains, headache, period pain, back pain)
- Mouth ulcers
- Nappy rash
- Oral thrush
- Prevention of dental caries
- Ringworm/athletes foot
- Teething/mild toothache
- Threadworms
- Travel sickness
- Warts and verruca

3) **Flu vaccinations 2018/19:**

We have started the new campaign and will start with the over-65s for who a higher dose vaccine has been developed due to lack of efficacy of the usual vaccine over the past 3-4 years.

4) **Two new part time female GPs at Balham branch** - very well received, we can send patients from Tooting requesting a female GP to Balham if necessary.

5) **Morning cervical screening clinics** to start beginning of October. We hope that this pilot will increase our uptake at the practice, which has been traditionally a little low due to the patient demographic.

6) **Other services offered:** Diabetes clinic, USS, drug and alcohol worker, physiotherapy.

We are fortunate to have Maggie Dixon, diabetic specialist nurse, working privately for us as there is a shortage of DSNs in Wandsworth at present. She currently runs a clinic at each site once a week.

7) **Home visit policy**

Discussion about how to manage requests for home visits from non-housebound patients. Fortunately it is not a large problem at our practice.

8) **Online booking of appointments** at hospital and GP surgery

All hospital appointments are to be booked by Choose and Book nowadays. Discussion about the frequency at which St George's Hospital is cancelling and postponing appointments.

9) **Group discussion** and comments:

By and large the patient group was happy with the way things have progressed over the past 6 months. No particular goals or targets mentioned.

Next meeting Feb 2019