THE BUSH DOCTORS’ PATIENT PARTICIPATION GROUP (TBD PPG)

19 APRIL 2016, 6:00 PM to 7 PM

MINUTES

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|  | Attendees: Patients: EF  Staff: Dr F. Samji (FS) GP partner, Marta Cabrera (MC) Practice Manager, Tabitha Buchanan (TB) deputy Manager.  Apologies: Vanessa Andreae (VA) Practice Nurse |
| 1 | **Welcome and Introductions:** |
|  | FS welcome everyone to the Patient Participation group. |
| 2 | **News from the Bush Doctors:** |
|  | MC presented the surgery metrics:   * Patient’s population at 31st of March 2016: 12,000 patients. * Staff structure for the Surgery from April 2016.There are 28 members of staff in total including clinicians and administrative staff. * Dr Mitu Pandey and Dr Susan McGoldrick, partners, left the surgery on 30 November 2015 and 31st March respectively and two new partners have been recruited: Dr Pamini Ledchumykanthan who became a Partner in December 2015 and Dr Beera Patel who will join in May 2016. * The surgery is recruiting two GP Salaried Doctors. * The surgery employed a full time pharmacist Rory Donnelly since 1st March 2016. * New Practice Manager Marta Cabrera has been employed since December 2015 to replace the previous Practice Manager Mandy Norton. * Opening times: 7:00 am to 8.30 pm, Mondays to Thursdays, Fridays 7:00 to 6.00 pm and Saturdays from 9:00 am to 12:00 pm. * Services provided: The surgery is providing the following services:   Baby clinic, dressing clinic, Diabetic clinic, Substance Misuse, Anticoagulation, Antenatal, Phlebotomy clinic, Smoking Cessation, Diabetic clinic, Travel Vaccinations, Family Planning, Removal of Stitches, Childhood and Adult vaccinations.   * Premises: The partners are looking for bigger premises in the area. |
| 3 | **How are we doing?** |
|  | MC presented the GP patient’s survey results at 31st January 2016 done by the company Ipsos MORI.  **WHAT THIS PRACTICE DOES BEST**  **91%** of respondents say the last GP they saw or spoke to was good at involving them in decisions about their care.  Local CCG average: 79% National average: 82%  **89%** of respondents say the last nurse they saw or spoke to was good at involving them in decisions about their care.  Local CCG average: 78% National average: 85%  **95%** of respondents say the last nurse they saw or spoke to was good at treating them with care and concern.  Local CCG average: 85% National average: 91%  **WHAT THIS PRACTICE COULD IMPROVE**  **47%** of respondents usually wait 15 minutes or less after their appointment time to be seen.  Local CCG average: 63% National average: 65%  **67%** of respondents find it easy to get through to this surgery by phone.  Local CCG average: 75% National average: 73%  **86%** of respondents describe their overall experience of this surgery as good.  Local CCG average: 84% National average: 85%  **The Friends and Family Report**  Overall the results from April 2015 to March 2016 have been satisfactory, showing that patients are extremely likely to recommend the surgery.  EF has praised the surgery for the good care and services that the Bush Doctors provides to Patients. |
| 4 | **Questions and Action plan** |
|  | ACTION: We will review these results again in the next meeting when more members attend the group.  The group proposed over the next 6 months to have another PPG survey done by the practice, to consider other issues that maybe were not covered in the previous survey done by the government and with the view from patients who are actually visiting the practice. |
| 5 | **New services – Patients On-line and On-line coded record** |
|  | The surgery has signed for two new contracts and are offering additional appointments to cover these services.   1. Out of Hospital Services (OOHS)   The new services that are being offered to patients are: ECG, ABPM, phlebotomy, anticoagulation, complex common mental health, complex wound care, diabetes, homeless, near patient monitoring, ring pessary, spirometry, care plans and coordinate my care.   1. Network plan: A new contract that improves Diagnoses Rates of Dementia, Learning Disabilities, Bowel Cancer Screening and Quality of Prescribing. 2. Electronic Prescribing: Enables GP’s and Practice Nurses to send prescriptions electronically to a pharmacy of the patient’s choice.   **Patients On-line Service:**  Patients can book appointments on-line, request repeat medications and see Summary Care Records. In addition, patients will have a detailed coded record view. The Surgery aim to have 50% of the appointments available to book on-line by 31st March 2017. The Surgery will promote this service and all patients will need to fill in an application form for on-line access.  ACTION: To publish it on the Website and in the waiting rooms. We aim to encourage more patients to use the Patient On-line system. |
|  | **How to promote the PPG?** |
|  | The Surgery is in the process to re-establishing the PPG group.  ACTION: MC and the staff will promote the PPG advertising it in the website, having fliers and posters in rooms and reception area, by word of mouth, text messages, in the registration process and opportunistically. |
|  | **NEXT PPG MEETING: 26th July 2016** |