THE BUSH DOCTORS’ PATIENT PARTICIPATION GROUP (TBD PPG)

25th October 2016, 6:00 PM to 7 PM

MINUTES

|  |  |
| --- | --- |
|  | Attendees: Patients: JR,AT,NH  Staff: Marta Cabrera (MC) Practice Manager, Eva Krenova (EK) Reception Manager.  Apologies:  Patients: ER  Staff: Pamini Ledchumykathan (PL) General Practitioner, Tabitha Buchanan (TB) Deputy Manager. |
| 1 | **Welcome and Introductions and approval of previous meeting** |
|  | MC welcomed everyone.  The minutes of the previous meeting were read and approved by the members of the PPG. |
| 2 | **Revision of PPG constitution** |
|  | In the previous meeting, it was discussed that the PPG constitution will be reviewed if there are enough members attending. Unfortunately, the quota of five members was not met so this will be postponed until further notice.  **The practice will lobby for more membership (see section 5 below).**  Actively encourage constructive criticism as part of the agenda.  Discussed:  Waiting times, the 10 minutes rule.   * Patients can only be 10 minutes late max for their appointments.   Since 1st September the practice implemented a 10 minute rule, to improve patient waiting time, as part of one of the objectives set-up last meeting. MC explained that the new rule has been accepted without complaints from patients.  Premises:  Finding new premises has been very difficult.  An option has been to lease another unit within the shopping mall however the minimum lease offered is for ten years which is not acceptable.  We will continue to look for new premises. |
| 3 | **Patient Surveys and Review of FFT feedback, NHS choices** |
|  | **WHAT THIS PRACTICE DOES BEST**  **93%** of respondents say the last nurse they saw or spoke to was good at explaining tests and treatments  Local CCG average: 85% National average: 90%  **87%** of respondents say the GP they spoke to was good at involving them in decisions about their care  Local CCG average: 79% National average: 82%  **93%** of respondents say the receptionists at this surgery helpful  Local CCG average: 85% National average: 87%  **WHAT THIS PRACTICE COULD IMPROVE**  **49%** of respondents usually wait 15 minutes or less after their appointment time to be seen  Local CCG average: 64% National average: 65%  **72%** of respondents find it easy to get through to this surgery by phone  Local CCG average: 77% National average: 73%  **74%** of respondents are satisfied with the surgery’s opening hours  Local CCG average: 78% National average: 76%  **Friends and Family Report**  The results from July to September 2016 suggest that patients are Extremely and likely recommend the practice. We have received between 150 and 200 positive comments.  The graphic below shows a significant increment from July to October as we are using SMS text messages. |
| 4 | **Practice News** |
|  | **Extended hours** contract  MC highlighted the changes that the Clinical Commissioning Group (CCG) has made in the current contract, Extended hours.  There are two main changes:   * From 1st November 2016, there will not be any funds available for nurses and HCA’s on evenings and Saturdays. * From 1st April 2017, the total amount of extended hours will be reduced from 16 to 11 hours. * The current Extended hours service is running from 7 am to 8 am Monday to Fridays, and 6.30 to 8.30 pm   Mondays to Thursdays, and Saturdays 9 am to 12.00 noon.  These changes will affect the service provided to the population:  The PPG group expressed the importance of having the surgery open in the evening. However, the decision will be made following feedback from patients and the partners at the surgery.  The surgery will conduct a survey to evaluate the best times to provide the extended hours and the results will be evaluated before implementation of the changes.  **Morrisons Supermarket closing down.**  MC mentioned that from 27th November Morrisons Supermarket will be closing. However, it has not been confirmed that their pharmacy will close as well. In the event of its closure, Morrisons will inform the patients of the closing date and alternatives to the store.  **Flu campaign and other services**  EK informed the PPG group that the surgery is running a flu campaign mainly on Saturdays, but also at other times during the week.  Others services such as; Diabetics Clinic, Health Checks Clinics, Mental health clinics, Phlebotomy clinics, are available to our patients, further information will be displayed on the website. |
| 5 | **AOB** |
|  | **Online services:**  NHS England has formally instructed all surgeries that 50% of appointments are to be made available on-line, by 31st March 2017and at least 11% of patients registered for on-line system.  AT feels that majority patients should be seen face to face, as some of the patients do not have the resources or knowledge to access the on-line system.  AT, said that patients can use other resources like Libraries, internet cafes, and some surgeries also provide a computer with on-line booking.   * MC said that we will promote this service by advertising on the website, posters, text messages, registrations, invitations, word of mouth and opportunistically. * We will look into the possibility of installing a computer to make appointments more accessible to patients. Currently, there is no Wi-Fi at the surgery.   **AOB**  JR said that elderly patients are waiting outside before 7am for the surgery to open. Therefore, chairs need to be put outside, approximately six chairs. MC to speak to the manager at the centre.  Vulnerable, language barrier, in pain, patient should be accommodated better.  **Security in the building**  **MC mentioned security risks in the building as two bicycles have been stolen from the surgery at 6 pm.**  **ACTION POINTS**  **The group have suggested the following actions to be taken prior to the next meeting:**   * Find out when the Hammersmith and Fulham PPG meeting is running and inform the patients. * How patients can join health watch. * The PPG members have requested the presence of a current GP doctor for the next meeting. * E-mail PPG members the online registration form. * To notify patients about the changes in the contract of extended hours. * Provide staff with name badges for clear identification. * Encourage patients to join Virtual PPG group. |
| 6 | **How to promote the PPG?** |
|  | The Surgery will continue the process of re-establishing the PPG. However, it has been difficult to expand the PPG due to the lack of interest from the practice population.  ACTION: MC and the staff will continue to promote the PPG using advertising; on the website, using flyers and posters in the reception area, by word of mouth, text messages, emails, in the registration process and opportunistically. |
|  | **NEXT PPG MEETING: Tuesday 31st January 2017** |
|  | **PATIENT PARTICIPATION GROUP ACTION PLAN 2016-2017 See below.** |

THE BUSH DOCTORS

PATIENT PARTICIPATION GROUP ACTION PLAN 2016-2017

|  |  |  |  |
| --- | --- | --- | --- |
| AREA TO IMPROVE | ACTION | RESPONSIBLE | BY WHEN |
| PATIENT COMMUNICATION | * TELEPHONE SYSTEM   Improve Patient communication updating the actual telephone system or look for better options and implement a new system.  Find financial support | PM (MC)  Partners  PPG (JR) | March 2017 |
| PATIENT SERVICE | * ON-LINE SYSTEM   Increase up to 50% the on-line appointments system and increase to at least 11% of practice population registered for online services.   * REDUCE WAITING TIMES FOR PATIENTS   Patients arriving late for appointments  Reducing from 20 minutes to 10 minutes    Doctors offering service on time. We will conduct audits periodically to evaluate which clinicians still running late to address the issues   * PROMOTE PPG SERVICE   Increase the number of members of PPG group to establish a solid support for patients and the surgery.   * Continue with the PPG survey done by the practice. | PM (MC)  PM(MC)  PM(MC) PPG  PM (MC) | March 2017  October 2016    March 2017  March 2017  January 2017 |
| PATIENT CARE  IMPROVE CARE AND COMMUNICATION FOR ELDERLY AND VULNERABLE PATIENTS | * Offer better service during waiting times. E.g. allocate chairs outside of the surgery before open doors. * Improve communication in the waiting rooms. E.g. posters | PM(MC)  RM(EK) | October 2016  December 2016 |

Discussed with patient in past meetings

PM=Practice Manager, RM=Reception Manager