

# Kingsmead Healthcare



## KINGSMEAD HEALTHCARE PATIENT PARTICIPATION GROUP Agenda & Minutes 10 October 2017

### Agenda

1. Present & Apologies For Absence
2. Minutes of the Last Meeting & Matters Arising
3. Friends & Family Test Results
4. Updates on Ongoing Work Strands
5. New Work Strands – Patient Driven Initiatives
6. Patient Suggestions
7. News from the Practice
  - City & Hackney Practice Network
  - City & Hackney CCG & GP Confederation
  - Department of Health & NHS England
8. Out of Hours Service
9. Staff Updates
10. Pharmacy Updates
11. Any Other Business
12. Date of Next Meeting

### Minutes

1. Present:
- Mrs. C. M
  - Mrs. B. M
  - Mr. R. B
  - Mr. B. E
  - Mr. S. M
  - Mrs. S. S
  - Mrs. S. H-W
  - Mr. P. W
  - Miss. S. K
  - Mr. A. F
  - Ms. H. C

Apologies for Absence: Mr. D. S

Mrs. Stevens welcomed all members of the Kingsmead PPG Meeting.

## 2. Minutes of the Last Meeting & Matters Arising

The minutes of the last meeting dated 11 July 2017 were reviewed and accepted as a true reflection of the proceedings.

## 3. Family & Friends Test

The result of the FFT monthly survey continues to reflect a very positive patient experience of the Practice's services. The cumulative monthly totals August, September and October 2017) were as follows:

August, Sept & October	Total Number of forms submitted	68
	Those EXTREMELY LIKELY to recommend	43-63.2%
	Those LIKELY to recommend Practice to F & F	17-33.8%
	Those NEITHER LIKELY NOR UNLIKELY	2-3%
	Those UNLIKELY to recommend the Practice	0

## 4. Updates on Ongoing Work Strands

- a. Poster for recruitment to PPG already on display in reception  
Current methods of engagement with PPG  
Face-to-face  
Telephone  
Advertising in the waiting area  
Practice NHS Choices website  
Practice website  
Patient Newsletters  
Digital Patient Call System  
Notice in the Practice Leaflet  
*To review progress in Q3*
- b. GPs, HCA and nurse will continue to encourage patients to undergo a NHS health check or at least have their fasting blood sugar – HbA1c and cholesterol levels checked - *Ongoing*
- c. Patients using A&E and other Out-of-Hours services will continue to be sent advisement letters. The A&E Well Family support worker continues to contact those using OOH services inappropriately for explanation and support - *Ongoing*
- d. The name of the quarterly Practice newsletter had been changed to 'Kingsmead Patient Newsletter' and officially supported by its PPG instead of the adoption of the original idea of naming it as 'Kingsmead PPG Newsletter' - *Ongoing*
- e. To improve uptake of signing up for online services (making appointments, requesting repeat medication and viewing a limited range of personal health records) - *Ongoing*
- f. To encourage patients to provide their view of the Practice services as a comment on either or both of the websites – *Ongoing*
- g. Base quarterly letters (previously six-monthly until March 2017) not just on Practice and patient matters but widen the range to include information on main local health action activities – *Ongoing*

- h. To keep monitoring the quality of patient privacy in waiting and other public areas. This was reviewed on Tuesday 5 June, comprising the waiting rea windows, the inner waiting room for mothers and children as well as the baby clinic room, and found to be satisfactory – *Ongoing*
- i. The initial audit on medicines waste management will be carried out with the help of the medicines management team - *Ongoing*

## 5. New Work Strands – Patient Driven Initiatives

- a. To review ideas and suggestions on how to improve access to patients

One of the seven core requirements for improving access to general practice services is to:

- ensure services are advertised to patients, including notification on practice websites, notices in local urgent care services and publicity into the community, so that it is clear to patients how they can access these appointments and associated service; and
- ensure ease of access for patients including all practice receptionists able to direct patients to the service and offer appointments to extended hours services on the same basis as appointments to non-extended hours services, and patients should be offered a choice of evening or weekend appointments on an equal footing to core hour's appointments.
- eConsult service option should also be explored

The Practice will review the current range of communications activities, in addition to information on developing a communications plan, identifying local target audiences and other stakeholders. The initial suggestion of monitoring waiting time to improve patient experience was reviewed in May June 2017 and not found to be helpful in terms of cost-benefit. It was therefore decided to work on patient access to maximise it at all possible times.

- b. The engage those patients who are eligible for social prescribing

- c. Organise a patient survey in Q3 of the year

The Practice currently collects data from patients using the following channels:

Friends & Family Test Feedback

Comment cards

Extended Hours Feedback

Feedback from patients for their experience of specific services such as NHS Health checks, phlebotomy, post-operative wound care, Time to Talk (Cancer), Duty Doctor, Maternity and Young People with long term conditions

Patient comments on websites

<https://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=37476&SortType=1#cmnt2045925>

[https://www.google.co.uk/search?rlz=1C1WPZB\\_enGB697GB697&ei=4IjLWpSSLqv\\_gkgWz2aPIBw&q=kingsmead+healthcare+&oq=kingsmead+healthcare+&gs\\_l=psy-ab.3..35i39k1j0j0i22i30k1i7.2197.4043.0.4365.11.11.0.0.0.84.636.11.11.0....0...1c.1.64.psy-ab..0.11.632....0.viSebHfwaVA#lrd=0x48761d0f4c34ee4b:0xf7a0847ce62327c8,1,,](https://www.google.co.uk/search?rlz=1C1WPZB_enGB697GB697&ei=4IjLWpSSLqv_gkgWz2aPIBw&q=kingsmead+healthcare+&oq=kingsmead+healthcare+&gs_l=psy-ab.3..35i39k1j0j0i22i30k1i7.2197.4043.0.4365.11.11.0.0.0.84.636.11.11.0....0...1c.1.64.psy-ab..0.11.632....0.viSebHfwaVA#lrd=0x48761d0f4c34ee4b:0xf7a0847ce62327c8,1,,)

Suggestion box

Patient Complaints – verbal and written

PPG meetings minutes and feedback

Verbal and written feedback from patients to any member of the Practice team

Indirectly from national patient surveys the results of which are published on the NHS

Choices website directly by NHS England

- d. The Practice should add the catchment area map on the website for the benefit of patients who are looking for a new Practice

## **6. Patient Suggestions**

- a. To review the current structure of the Baby clinic (time and access limited at this time) and also consider the provision of a pram park.
- b. To assess the cost-effectiveness of having a dedicated asthma – COPD clinic especially as the numbers are on the increase year on year and patients with sub-optimal control do need regular follow-ups.
- c. To assess the cost viability of providing a water dispenser in the waiting area
- d. To evaluate the cost of sending the quarterly newsletter to patients – in May, August, November and February – and suggest the best compromise for cost effective communication.
- e. Some patients have asked the PPG members if it is feasible to have a chiropody and physiotherapy clinic at the Practice and whether it is possible to consider a private practitioner to run a clinic here.
- f. Every newsletter should highlight the need for increasing participation of patients with the PPG.
- g. The Practice should consider playing music in the waiting area..

## **7. News from the Practice**

City & Hackney Practice Network

City & Hackney CCG & GP Confederation

Department of Health & NHS England

- a. There is news that NHS Wi-Fi may be made available to Practices in the course of the year
- b. The Practice should advertise the new Hub services being planned as extended access.
- c.

## **8. Out of Hours Service**

Nothing to Report

## **9. Staff Updates**

Dr Chopra has gone on Maternity leave from 25 June 2017. The Practice will use locums for the one year period that she will be away.

## **10. Pharmacy Updates**

The two main pharmacies, Silverfields and Bees, will be closely engaged in helping with the project of reducing waste of repeat medicines and patient education.

## **11. Any Other Business**

Nil

## **12. Date of Next Meeting**

20 March 2018 at Kingsmead 1.00 PM

Patients are encouraged to attend.

Notice for the meeting will be posted on the website, in the newsletter and in the waiting area.