

Kingsmead Healthcare



KINGSMEAD HEALTHCARE PATIENT PARTICIPATION GROUP Agenda & Minutes 13 November 2018

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 (Chairperson)
Mrs. B. M
Mr. B. E
Mr. S. M
Mrs. S H-W
Mr. P W
Mrs. S S
Mr D S

Apologies for Absence: Mrs. H W, Mr. R. B, Mrs. S. S, Mr. A F.

The chairperson welcomed all members of the Kingsmead PPG Meeting.

2. Minutes of the Last Meeting & Matters Arising

The minutes of the last meeting dated 18 September 2018 were reviewed and accepted as a true reflection of the proceedings. These were signed off by the chairperson.

3. Friends & Family Test Results

The monthly data from the FFT (Friends & Family Test) continues to be strongly upbeat, reflecting a very positive perception of the Practice and its services.

The FFT responses for the months September 2018 to October 2018 were as follows:

September	18	16	Extremely Likely	2	Likely
October	16	12		4	

The PPG felt that even though the number of respondents was small, the consistency of positive reviews and recommendations was praiseworthy.

4. Updates on Ongoing Work Strands

It was felt that an element of stagnation was beginning to appear in the make-up of the PPG in that many of the members had served on it for a number of years. Despite a campaign in 2017-18 and advertising the importance of patient participation in the shaping of the Practice's services, there was little interest forthcoming. It was felt that each of the members should strive to find a replacement for themselves! This will be tried in the New Year, 2019-20.

5. New Work Strands – Patient Driven Initiatives

No recommendations received. See new suggestions for 2019-20.

6. Patient Suggestions

It was time for the annual patient satisfaction survey to commence. The data is collected between November and January and presented at the final meeting in March every year. PPG members were advised to encourage as many patients as possible to put their views on paper.

Patients were also worried about what they saw as backhand privatisation of GP services through agencies such as the GP Hand. However, D S assured them that this was a passing phenomenon until such time the government decided to give them the same independent contractor status. This was unlikely to make any appreciable inroads in an area such as City & Hackney where the predominant majority of patients did not pay.

B M suggested that the Practice should now consider signing up for phone based apps which would make life easier for reception staff involved in the drudgery of reminding patients about their appointments.

7. News from the Practice

City & Hackney Practice Network
City & Hackney CCG & GP Confederation
Department of Health & NHS England

There is a national drive to encourage as many eligible patients as possible to undergo the NHS Health check for which all eligible patients can undergo once every three years. The PPG should play a role (undefined as yet) in increasing the uptake. C M suggested that the HCA was particularly good at screening such patients opportunistically. D S indicated that it was a paradox that on the one hand the government wanted as many eligible people to undergo this screening, yet the local CCG was unable to pay for all the checks. Each Practice was allowed 1.2% of its population or thereabouts. In any case, the number was very small.

The PPG felt that as the numbers were small and the HCA was doing twice as many, it would be best to confine the encouragement to participate to the quarterly newsletters!

More and more patients were also being encouraged by the Practice, at the behest of NHS England, to sign up for online services whereby they could register with a Practice, order repeat prescriptions and view their records. The reception staff were doing a great job, the current rate of sign up being 28%. The national target for 2018-19 is 30%.

B M felt that this was an appropriate move but the majority of the older and elderly patients and those with language barriers would unlikely engage with this process. The PPG would be able to assist with this process through developing a brief A5 leaflet in different languages to encourage patients to sign up as the NHS Choices website has the facility of changing the website language. This one will also be on the agenda for 2019-20.

8. Out of Hours Service

Nothing new to report apart from the fact that uptake for Hub appointments was slow. S S pointed out that this was to be expected as the concept of the service was still new to most patients where they could be seen at other Practices.

9. Staff Updates

Nothing to report

10. Pharmacy Updates

There was still no news on the proposed withdrawal of funding for Pharmacy First by NHS England. To continue on the basis of no change at least for the coming months. All new and unregistered patients should be offered and registered for it.

11. Any Other Business

It was decided once and for all by the PPG that music should not be played in the waiting area.

S H W, who wears a hearing aid herself, made a very important suggestion of about catering to deaf patients. The Practice should purchase a hearing loop to begin with. D S commended the suggestion and confirmed that the Practice had already been assessed by the 4 CCG as to its AIS standards and it was waiting for approval of funding to buy relevant equipment.

By an act of fortuitous omission, the annual complaints report was not discussed at the last meeting. S S provided a brief summary, baselining the fact that none of the complaints were significant and all five were resolved quickly and amicably.

12. Date of Next Meeting

19 March 2019 at 1.00 PM Kingsmead Medical Centre

Patients are encouraged to attend. Notices for the meeting date will be posted on the website, in the newsletter and in the waiting area.

Proposed PPG Plan for 2018-19

The following items remain to be addressed from the original plan agreed for 2018-19 in march 2018.

1. The Practice should consider increasing the number of appointments available online.
2. The Practice should purchase MJog or iPlato to contact patients through texting.
3. Monitoring waiting time to improve patient experience – this was reviewed and found to be not so helpful in terms of cost-benefit. It would be more appropriate to review patient access in order to maximise it at all possible times. This will be a target in 2018-19.
4. Caring for the carer – to provide information leaflet and displays to help all carers register themselves officially with Hackney Carers Centre and on the GP record of the patient they care for.

Proposed PPG Plan for 2019-2020

1. Every newsletter should highlight the fact of increasing participation of patients as there was a sense of stagnation. It was felt that recruitment of patients to attend PPG meetings was better dealt with by the receptionists as they see regular patients and can encourage them to attend the PPG meetings.
2. More and more patients should be signed up for using online services. Currently 28% of the Practice population (22% in 2017-18) are signed up although the active users are fewer in number.
3. A fundamental review is proposed of online services with signing up to an online application services and opening up of more appointments for online booking and review of records.