

# Kingsmead Healthcare



## KINGSMEAD HEALTHCARE PATIENT PARTICIPATION GROUP Agenda & Minutes 19 March 2019

### 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 C, Mr. R. B, 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 13 November 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 November 2018 to February 2019 were as follows:

November	20	14	Extremely Likely	6	Likely
December	21	14		7	
January	18	13		3	1 neither likely or unlikely 1 Unlikely
February	17	11		4	2 neither likely or unlikely

The PPG felt that even though the number of respondents was small, the consistency of positive reviews and recommendations was praiseworthy. What was also seen was that by signing up with iPlato, patients are beginning to use the FFT using this online channel. The comments are still very positive.

### **4. Updates on Ongoing Work Strands**

It was agreed that the proposed list of works for 2018-19 had been addressed as well as could have been by the PPG and all ongoing items would be transferred to the 2019-2020 list.

The Practice has signed up with iPlato to use its texting services, with the trial option of using their GP app for six weeks for free. However, it will not sign up for the app's use after 6 weeks as the NHS app, which is free, is expected in the autumn this year.

### **5. New Work Strands – Patient Driven Initiatives**

Several new ideas were suggested by patients and PPG members through various channels

- Newsletters should be 2 A4 pages instead of two!
- Patients should be made aware of ALL the new services and changes through the May 2019 newsletter
- The focus should not just be on NHS Health checks but also on teenagers and the Practice should actively invite them to engage with the screening. This should be done twice a year.
- Patients should be made more aware of hazards that they bring into the surgery, namely prams but also bikes! The latter should not be permitted into the waiting area as there are bike stands to lock to outside
- Patients should be advised how to access services where they can self-refer. This would help reduce the Practice workload
- The Practice should now consider signing up to the full use of the online app
- AIS standards should be met by June 2019

### **6. Patient Suggestions**

As above

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

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

Nothing to report

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

Nothing to report

## **9. Staff Updates**

Nothing to report

## **10. Pharmacy Updates**

Nothing to report - Pharmacy First is to continue for the time being.

## **11. Any Other Business**

SS and DS referred to a delayed item which had not been included in previous meetings despite its availability, owing largely to ongoing discussions about how best to use it.

There is a budget of £ 4688.00 available to Kingsmead Healthcare PPG with the proviso that the items of expenditure be pre-approved by it. The monies have been made available by the City & Hackney CCG for the purposes of supporting the work of a Practice's PPG, including its growth and development. After much deliberation, the following suggestions were received:

1. Refreshments for events and activities
2. Printing leaflets or photocopying patient education – promotional materials
3. Setting up new activities – events such as patient education days
4. To purchase software which would help the PPG engage with a wider audience or use social media platforms
5. To share cost of event's with other PPGs
6. Making the Practice premises more welcoming – painting
7. To cover costs of sending PPG representative(s) to events
8. Equipment such as laptop, camera or overhead projector
9. Payment for training days and-or guest speakers
10. Improvement in quality of lighting within the Practice
11. Buy equipment to meet AIS standards
12. Upgrade clinical equipment

After a long period of deliberation, it was agreed that the funding available would be best spent to improve the quality of the appearance of the premises. Many of the items suggested were already in the pipeline of its costs covered by the Practice. Members present agreed that this would help both patients and staff feel more welcome on a daily basis and that this was important for both the Practice team and the patients it serves.

Overall experience		
Overall experience of GP surgery	Overall experience of GP surgery - total responses	45
	Very good	45
	Fairly good	0
	Neither good nor poor	0
	Fairly poor	0
	Very poor	0
	% Very good	100.0%
	% Fairly good	0.0%
	% Neither good nor poor	0.0%
	% Fairly poor	0.0%
Recommending GP surgery to someone who has just moved to local area	Recommending GP surgery to someone who has just moved to local area - total responses	55
	Yes, would definitely recommend	43
	Yes, would probably recommend	10
	Not sure	1
	No, would probably not recommend	0
	No, would definitely not recommend	1
	Don't know	0
	% Yes, would definitely recommend	78.2%
	% Yes, would probably recommend	18.2%
	% Not sure	1.8%
	% No, would probably not recommend	0.0%
	% No, would definitely not recommend	1.8%
	% Don't know	0.0%

D S Reported on the results of the patient survey. The outcomes reflected a consistently high level of service, especially when taking the very low level of complaints (5) as a corroborative reflection. The PPG members congratulated the Practice team on their efforts and hoped that this would continue well into the future. S S responded in the affirmative, emphasising that the services were built on the solid foundation of sound clinical team and knowledgeable and dedicated staff.



Kingsmead  
Healthcare PPS Result

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

22 May 2019 2018 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 2019-2020

- 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.
- 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.
- 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.
- 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.
- Newsletters should be 2 A4 pages instead of two!
- Patients should be made aware of ALL the new services and changes through the May 2019 newsletter
- The focus should not just be on NHS Health checks but also on teenagers and the Practice should actively invite them to engage with the screening. This should be done twice a year.
- Patients should be made more aware of hazards that they bring into the surgery, namely prams but also bikes! The latter should not be permitted into the waiting area as there are bike stands to lock to outside
- Patients should be advised how to access services where they can self-refer. This would help reduce the Practice workload
- The Practice should now consider signing up to the full use of the online app
- AIS standards should be met by June 2019.