**Minutes PPG Meeting 27/11/2019 12-2pm at Lordship Lane Surgery**

Present: DrD, SD, KI, JS, MW, LB, TO, MT, AH, RC

DrD welcomed everyone and thanked them for coming to the meeting. He introduced Saud who will be taking the minutes. Everyone introduced themselves.

AGENDA

**Patient survey results**

Well done to the surgery team for scoring above at CCG level on most things –

83% find it easy to get through to this GP practice by phone

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **69%**National average: **68%**

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92% find the receptionists at this GP practice helpful

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **89%**National average: **89%**

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68% are satisfied with the general practice appointment times available

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **60%**National average: **65%**

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69% usually get to see or speak to their preferred GP when they would like to

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **43%**National average: **48%**

## Making an appointment

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75% were offered a choice of appointment when they last tried to make a general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **66%**National average: **62%**

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75% were satisfied with the type of appointment they were offered

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **65%**National average: **74%**

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98% took the appointment they were offered

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **92%**National average: **94%**

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74% describe their experience of making an appointment as good

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **60%**National average: **67%**

## Your last appointment

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70% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **67%**National average: **69%**

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91% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **83%**National average: **87%**

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91% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **87%**National average: **89%**

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87% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **84%**National average: **87%**

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90% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **91%**National average: **93%**

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95% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **94%**National average: **95%**

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78% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **81%**National average: **86%**

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97% felt their needs were met during their last general practice appointment

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **94%**National average: **94%**

## Your health

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75% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **72%**National average: **78%**

## Overall experience

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87% describe their overall experience of this GP practice as good

[Show breakdown](https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85681)

Local (CCG) average: **79%**National average: **83%**

Premises Refurbishment and security discussed.

SD also advised that we would progress gradually with other works over the next two years in stages to include patient entrance flooring, waiting room flooring and lights.

 Update: CCTV upgraded in September 2019 with more cameras to provide increased security and also camera in PM room.

Primary Care Networks Update (MD) –

The practice is now part of the South Dulwich Neighbourhood Network with Nunhead Surgery, Elm Lodge, The Gardens. We will be working with Improving Health our local federation as we are keen to sustain it. At the last meeting we agreed to explore options of working together on agreed initiatives such as employing a Pharmacist to support with medication reconciliation and audits. We noted the challenges for the next year whilst we wait to get some clarity on the funding arrangements.

Extended Primary Care Service (EPCS) at Lister Heath Centre for the South Southwark cluster would continue for the time being.

Southwark Clinical Commissioning Group (CCG) - DrD also gave an update on Southwark Clinical Commissioning Group (CCG) planned merger to form the Southeast London CCG. A new constitution had been circulated for review and maybe presented at the next locality PPG to review.

NHS app – Went live at the practice on 8 may 2019. 85% of appointments offered online and up to at least 4 weeks ahead. MT explained the difficulties on using the app and preferred using the patient access app by Emis.

E-consult – Uptake as expected is low but that is partly because of the ease of availability of practice appointments. It is prominently promoted at the practice and website. Average 20 visits monthly

 New Dulwich Medical Centre – This was planned for opening next year. SD informed the group that the centre was to be named the Tessa Jowell health centre after the late Dulwich MP.

 Date of next meeting agreed: 12 March 2020 at 12pm. The meeting was close at 2pm