

Minutes for Patient Group Meeting – 14th August 2014

Attendees:

Patient representatives: B.K M.B D.R S.S. C.D. N.D. R.S.

Practice reps: Dr S Dutta (GP), Dr P Mittal (GP), Dr S Mittal (GP),
Dr V K Mittal (GP) Mr Benedic (acting Practice Manager)

Progress update of Action Plan from last meeting:

Keeping patients regularly updated on waiting times.

Receptionists at Tooting branch are now regularly informing patients in the waiting room if there are going to be delays in being seen for any reason.

There has been a significant reduction in the number of complaints about receptionists over the past months, and improved communication may be a contributory factor.

Sharing of data from patient records and providing an opt-out form

We have added a link on the front page of our website giving more information about the government plans, together with a link to an opt-out form. This has been put on hold for now however as the government is reviewing its policy and will announce their new plans in Spring next year.

Increase website awareness

New patients are being told about the website when they register.

For existing patients we have discussed the best places to put signage in the reception areas of both branches.

Infection control audit:

The practice had undergone an infection control inspection this week and feedback was very positive, with Tooting branch achieving a score of 97.46% and Balham 97%.

Administration area layout at Balham:

We now have a new layout behind the reception desk at the Balham practice.

The filing cabinets have been moved to the backrooms and the whole area looks brighter and staff more visible from the waiting area. The PPG was happy with this change.

Saturday morning clinics at Tooting branch:

Saturday morning clinics in Tooting branch have been up and running for several months, these are 4 hour sessions from 9am-1pm consisting of both walk-in and bookable appointments. This has eased some of the pressure on Balham branch during this time, and reduced demand on Monday morning walk-in surgery at Tooting. Hopefully there will be reduced use of local Out of Hours and Urgent Care services as a result of these additional hours. However, the Saturday morning service at Tooting will only be available as long as funding is available.

Personal care plans, named GPs, avoidance of emergency admissions plans:

All patients over 75 now have a named GP, they have been sent a letter informing them of who their GP (first point of contact) shall be.

We are also offering all patients deemed to be at increased risk of emergency admission, an individual care plan and printout with a medical summary.

We are also continuing to update individual care plans for patients with multiple medical problems, housebound and vulnerable patients.

Bookable nurse and Tooting GP appointments and electronic repeat prescription requests:

Appointments are bookable via our website. So far we have not seen a large take up of this, although this may be due to our patient demographic, having walk-in GP clinics only at our main branch, and lack of awareness of the website. Hopefully uptake will improve with increased awareness.

Likewise, we have not seen a large number of requests for prescriptions over our website. When discussing this among the GPs we agreed that in many cases it is preferable for patients to

continue to come in for repeat requests as this allows us to carry out medical and drug reviews as needed.

Training:

Our staff has been undergoing in-house training courtesy of the MDU – so far we have discussed chaperone policy, child safeguarding, infection control and telephone consulting. We will continue to provide in-house training for staff wherever possible.

'Flu Jabs:

Influenza vaccinations will be available from the end of September and as per usual these will be offered to over 65s and all with chronic cardiac, respiratory, renal or diabetic disease.

Deciding on three new action points with timeframe:

After discussion with PPG members and GPs we decided on the following three action points:

- 1) We will improve awareness of our website by putting clear notices in the waiting areas of both sites. We have decided to put the sign in Balham above the reception desk. This will be arranged by Dr S Dutta and can be carried out within the next 3 months.
- 2) There was mention from the PPG that some patients were still not clear about what the GP clinical hours were, which days are walk-in and which for booked appointments, what the reception opening hours are and which other services/clinics are offered. We have decided to improve signage in the waiting areas to show this information. This will be arranged by Dr S Dutta and can be carried out within the next 3 months.
- 3) It was suggested that it would be nice to have a small photo of each member of staff with their name below it displayed in the waiting area of each branch. This will be arranged by Dr S Dutta and Dr P Mittal and will be arranged within the next 6 months.

Other comments and feedback:

On the whole the PPG was pleased with the way the practice was running. There was a suggestion that holding a PPG meeting in August was proving difficult due to members being on holiday, so the summer meeting will be held in September from next year onwards.

Next meeting in 6 months – February 2015

Added later:

Arrange Bowel cancer screening talk with Karen Grey.