

Patient Participation Group (PPG) Meeting

Tuesday 20 February 2018 18:00 Wandsworth Medical Centre

Item	Subject	Action
1.	<p>Attendees: Arleta Morgiel (AM) – Practice Manager, Izabela Kozirok (IK) – Medical Secretary and Care Coordinator, and 6 patient representatives</p> <p>Apologies: 2 patient representatives</p>	
2.	<p>Introduction and welcome</p> <ul style="list-style-type: none"> I. Meeting agenda and minutes from the last PPG meeting II. Patients representatives welcomed by Practice Manger III. Overview of the outcomes from the previous PPG meeting 	AM
3.	<p>Background for new members</p> <p>I. Staffing</p> <p>There are five GP partners: Dr Seth Rankin (currently on sabbatical), Dr Alex Bobak, Dr Ruslana Popelyuk, Dr Tania Schroeder and Dr Aryan Jogiya.</p> <p>The Partners have special clinical and management domains that they oversee. Dr Jogiya is a GP trainer. There are also six salaried GPs employed by the Practice and two physicians’ associates. The Practice is training GP Practice and there is one GP registrar and one FY2 doctor.</p> <p>The Practice employs one practice nurse, one HCA and one phlebotomist.</p> <p>The administration team consists of a Practice Manager, a management accountant who also does the payroll, and a reception manager. There are four other reception staff and two medical secretaries.</p> <p>II. Service</p> <p>The Practice provides the full range of primary health services under a Personal Medical Services (PMS) contract including minor surgery, joint injections, contraception, coil fitting, woman’s health, child health care, maternity services, diabetic clinics, respiratory care clinics, travel clinics (private), smoking session clinics, phlebotomy, and weight management groups.</p> <p>The Practice has been recently awarded with a GP contract to look after patients at Royal Hospital for Neuro-disability.</p> <p>A request has been made that patients could choose which doctor is their named GP, regardless of whether they are a partner or a salaried GP. It was explained that</p>	AM

	<p>salaried GPs are more likely to relocate. It is the NHS England recommendations that the partners are the allocated, named GPs. Patients are strongly encouraged to book appointments with preferred GPs.</p> <p>AM informed PPG members that to raise awareness she would like to leave information about DNA rates each month in the waiting room. This is to encourage patients to manage their appointments better and to use all possible ways of communications to cancel or reschedule their appointments.</p> <p>III. Premises Refurbishment completed in 2017.</p> <p>A request to decorate a waiting room has been raised. It was explained that there are still plans to continue on the surgery expansion and refurbishment plans.</p> <p>IV. Patient Participation Group The Practice has an active and engaged PPG and meetings are on a biannual basis. A suggestion has been made that PPG meeting should be more interactive and less about data that could be read at home. Tuesday is a preferred day for the PPG meeting as opposed to Thursday. PPG members would like to meet three times a year as this would be a greater chance to involve more people (Feb-June-Nov). A majority of members would like one of the partners to attend the meeting.</p>	
4.	<p>Stay Well This Winter Campaign</p> <p>I. Overview The Stay Well This Winter Campaign has been running since October 2017 and is an integrated multi-channel campaign, and its main aim was to ease seasonal pressure on NHS urgent care and emergency services. It is designed to reduce the number of people, who become so ill that they require admission to hospital. Main objectives of the campaign are to ensure that people who are most at risk of preventable emergency admission to hospital are aware of and whenever possible are motivated and encouraged to take those actions that may avoid admission.</p> <p>II. Phase 1 October 2017: Pro-active flu campaign. Flu vaccinations promotion amongst people at risk – over 65 years, pregnant, children 2 – 3 years old and those with long term conditions.</p> <p>III. Phase 2 November/December 2017: To maintain the level of awareness. To prompt those at risk to seek help and advice at local pharmacy for seasonal illnesses.</p> <p>IV. GP surgery and local CCG Additional appointments available at the surgery through the extended opening hours' scheme and with the Hub. Additional flu clinics available at the Practice.</p>	AM

5.	<p>Wandsworth CCG and Community Services at Wandsworth Medical Centre</p> <p>I. Well-being Hub – August 2017</p> <p>Health and Social Care sessions available: Tuesdays 11:30 – 14:30 (1 hour appointment) with Community Navigator, Janice O’Brien</p> <p>The Wandsworth Wellbeing Hub is a free, friendly and impartial service.</p> <p>They are there to help people find local organisations, services and information to meet their wellbeing needs. More information about a range of free self-management courses for people living with any long-term condition or their carers. To use the Wandsworth Wellbeing Hub, please visit their website at waccg.wandsworthhub@nhs.net or call them on 0208 812 6700</p> <p>PPG members expressed their concern that this information is not easy to follow on our website. Its link should be more obvious.</p> <p>II. Recovery Support Worker – July 2017</p> <p>Mental health Support sessions available: Mondays, Tuesdays and Thursdays 13:00 – 16:00 (1 hour appointment) with Recovery Support Worker.</p>	AM
6.	<p>The Practice new website</p> <p>I. Interactive Administration Dashboard</p> <p>An efficient way of allowing the Practice to deal with patients requests, to keep an audit of requests and responses to patients, and automatically acknowledge the requests.</p> <p>PPG members would like information about each doctor and their sessions to be available on our website.</p> <p>A request has been made that the website should show more of the Practice performance e.g. flu uptake.</p> <p>New layout of the website seems to be difficult for patients to navigate and to find important information about the Practice such as telephone number.</p> <p>Channelled rooms on the website sound like a good idea and PPG members were excited to start using the website in a new way. However, they could not understand why it was not so obvious without introduction and further explanation. They were wondering why the website did not make it clear.</p> <p>PPG members were pleased to see that in order to ask a doctor a question or request a prescription, still the same level of detail was required to be provided as with emails, which is name and DOB only. It was also appreciated that the room system is safe and confidential.</p> <p>II. Secure on-line requests and decisions trees</p> <p>An effective way of communicating with patients by encouraging them to do more online via a comprehensive digital practice website. Various modes to communicate</p>	AM

	with clinical and administrative teams – “ask you a doctor a question”, “ask a receptionist a question”, “book an appointment”, “cancel an appointment”, “sick note”, “referrals”, “test results”	
7.	<p>Friends and Family feedback</p> <p>I. Good overall score 85% - 94% As a requirement for NHS England, the surgery continues to run the Friends and Family Test. Over the last 3 months, there have been 151 responses with 89.6% of people saying that they are either ‘Likely’ or ‘Extremely Likely’ to recommend the surgery to their family or friends.</p> <p>November, December and January reports</p> <p>II. Things to improve and feedback from patients Telephone system “phone lines always busy”. Appointment availability and patient access “can’t get appointments easily”</p> <p>III. Table discussion</p>	AM
8.	<p>Death Café and Death Awareness Week</p> <p>IK has introduced this idea to patients and explained the background for this theme and a purpose of meeting twice a year. She also encouraged patients to send her ideas about other important health related causes to address in the future.</p>	IK
9.	<p>AOB</p> <p>Proposed next PPG meeting in May/June 2018.</p>	AM