

Patient Participation Group (PPG) Meeting

Thursday 26th January 2017 18:00 Wandsworth Medical Centre

Attendees: Beverly Snell – Practice Manager, Arleta Morgiel – Assistant Practice Manager and 8 patient representatives

Apologies: 3 patient representatives

1. Introduction, meeting agenda and minutes from the last PPG meeting

- Patients representatives welcomed by Beverly Snell, Practice Manger (BS)
- None of the issues from the minutes of the last meeting were reported

2. Background for new members

- Regular quarterly or biannually meetings for more than 5 years
- To act as a liaison forum between patients registered at the surgery and staffing team to help us to improve services and have a good understanding of our patients' needs
- To keep patients informed about changes in the NHS and services provided by the surgery
- Fundamental aims: to provide an information service which would give patients better access to the services they need and to increase patient involvement and interest in working collaboratively to improve primary healthcare and good health in what continues to be a challenging environment
- How can patients help: the surgery needs to hear from parents of young children as well as older people, working professionals and carers and the cared for and those with long-term conditions and poor mental health, what could surgery be doing better, what change in the surgery would help, whether clinics opening hours are appropriate and whether patients can see health professional they need to and when they need to
- Benefits for patients: to influence the surgery to change the way it does things and find out more about the way we work
- Recruiting new staff members - table discussion

3. On-line patient access

- Technology and interactive tool for patients to book and cancel their appointments and to view their medical records: test results, medications, immunisations, summary of problems

- Wandsworth Medical Centre: a number of patients signed for the service - 46%, a number of active accounts – 22%, a number of patients able to view their test results – 16%
- Patients representatives discussed the reason why only 50% patients signed up for the on-line service
- Suggestions to promote the service more proactively e.g. posters and information campaign and national awareness campaign already run by the NHS England
- Service to be more advertised to meet targets and to provide service that will help patients with booking/cancelling appointments, viewing their medical records including test results, requesting medications
- Patients choice and the Practice to support patients and help using the service

4. Essential Refurbishment at the Practice

- Refurbishment work near completion with planned final works to take place in the next four weeks
- Infection Control visit – the mock visit organised by GP Federation and their recommendations as a driving force for type of works for which funding was approved.
- Majority of the recommendations of the Infection Control inspection were addressed in the project: flooring change, smooth surfaces and walls, new sinks and taps, washable paint to be applied, stricter standards to be applied in minor surgery rooms
- Waiting rooms still under refurbishment

5. Complaints and Friends and Family Practice Feedback

- The surgery would like to know what could be done better
- Continued positive feedback form our patients
- Reviewing and sharing complaints outcomes and learning points with both clinical and non-clinical teams
- Continued training of the staff members to communicate with patients effectively and to ensure that they are informed about changes in the surgery and where to seek support from the management team when a patient has concerns
- Walk-in services in the local areas and their availabilities – The Junction Health Centre and Brocklebank Health Centre
- No home visits for patients registered out of catchment area

6. Free NHS Health Checks

- Patients were advised that the free NHS health check is available for patients from the age of 40 – 74 to check for cholesterol, diabetes and blood pressure problems

- For more details to contact the reception to book a fasting blood test and an appointment with healthcare assistant

7. AOB

- Waiting room decoration and suggestions how to arrange space
- Newsletter – proposal for newsletter to be led with two publications a year in Spring/Summer and Autumn/Winter
- The practice list and its growing population
- Next PPG meeting on Thursday 27th July 2017 at 18:00 at Wandsworth Medical Centre

Thank you very much for coming!