

Patient Participation Group (PPG) Meeting

Wednesday 27 June 2018 18:00 Wandsworth Medical Centre

Item	Subject	Action
1.	<p>Attendees: Dr Tania Schroeder (TS) GP Partner, Arleta Morgiel (AM) Practice Manager, Maridiyat Rashid (MR) Reception Manager and 7 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. Overview of the outcomes from the previous PPG meeting III. Patients representatives welcomed by Dr Tania Schroeder, GP Partner 	AM/TS
3.	<p>GP Partner Dr Tania Schroeder – Introduction</p> <ul style="list-style-type: none"> I. Staffing Updates <p>Dr Seth Rankin is no longer a Partner and left in April. There are 4 GPs who are the Partners, Dr Alex Bobak, Dr Ruslana Popelyuk, Dr Tania Schroeder and Dr Aryan Jogiya.</p> <ul style="list-style-type: none"> II. Service <p>There are no changes in service provision except for the Practice to recently sign the contract to look after patients at Royal Hospital for Neuro-disability.</p> <p>It has been agreed that the monthly rates of missed appointments by patients to be displayed at the Practice for patients' information.</p> <ul style="list-style-type: none"> III. Premises <p>There have been some suggestions to complete the waiting room decorations following the Practice refurbishment back in 2017.</p> <ul style="list-style-type: none"> IV. Patient Participation Group <p>The PPG meetings are scheduled biannually but there is a request to meet three times a year so all patients are up to date with any changes at the Practice.</p>	AM/TS
4.	<p>Complaints and Compliments</p> <ul style="list-style-type: none"> I. Overview 	AM

	<p>We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.</p> <p>To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.</p> <p>Practice Policy, Practice Procedure Leaflet, Practice Complaint and Compliments Form</p> <p>II. Audit details 2017/18</p> <p>The Practice received 19 complaints and 11 compliments in total from patients in 2017/18.</p> <p>There were 4 warning letters sent to patients as per Practice Zero Tolerance Policy and 8 patients were removed from the Practice list due to violent behaviour.</p> <p>There were 12 complaints that were about clinical matters and 7 complaints about reception and administration issues.</p> <p>Subject areas: Communication, Prescription Issue, Delay in diagnosis or refer, Incorrect medical records</p> <p>N.B. in 2016/17 there were 33 complaints raised (majority of complaints were related to appointment access (14) and clinical matters (12))</p>	
5.	<p>General Data Protection Regulation</p> <p>I. Data Protection and Data Retention</p> <p>On 25th May 2018, the General Data Protection Regulation (GDPR) came into law. These changes to the data laws did not alter what we use our patients' personal information for. They make it easier for a patient to find out how we use and protect patients' information.</p> <p>II. Practice Privacy Notice – available for patients on the Practice website</p> <p>Practice Privacy Notice Practice Information Leaflet Subject Access Request Form Patient Consent Form</p>	AM
6.	<p>Wandsworth Primary Care Hub Locations 8 to 8 access</p> <p>GP Access Hubs have been set up within Wandsworth to give patients better access to primary care services. The hubs are open extended hours, which means it's easier to get an appointment at a time that suits patients. If there are no available</p>	AM

	<p>appointments at a patient's usual surgery or if the practice is closed, they can call 111 for more information about using the hubs and to get help with booking an appointment.</p> <p>All GP surgeries in Wandsworth are connected to the same IT network, meaning medical records can be accessed and updated, no matter which doctor they see. Medical records will only be shared between a practice and the hub if a patient has not actively opted out of data sharing.</p> <p>Wandsworth Locality and their Hubs:</p> <p>Battersea: The Junction Health Centre</p> <p>Wandle: Bedford Hill Family Practice</p> <p>West Wandsworth: Tudor Lodge Health Centre</p>	
6.	<p>Missed appointments and DNA rate</p> <ul style="list-style-type: none"> I. Practice policy about missed or not attended appointments II. How to book or cancel appointments III. Audit 	AM
7.	<p>Friends and Family feedback</p> <p>I. Good overall score 86% - 98%</p> <p>As a requirement for NHS England, the surgery continues to run the Friends and Family Test. Over the last 3 months (March – May), there have been 552 responses with 90.6% of people saying that they are either 'Likely' or 'Extremely Likely' to recommend the surgery to their family or friends.</p> <p>March, April and May reports</p> <p>Positive feedback: "friendly, professional and caring service", "staff is nice", "good service", "very thorough examination", "I was seen on time and the dr was helpful and polite"</p> <p>II. Things to improve and feedback from patients</p> <p>Cancellation notification, waiting time for appointment, delay in prescription</p> <p>III. Table discussion</p>	AM
8.	<ul style="list-style-type: none"> I. AOB II. Proposed date for the next PPG meeting May/June 2018. 	AM