

Patient Participation Group (PPG) Meeting

Thursday 28 September 2017 18:00 Wandsworth Medical Centre

Item	Subject	Action
1.	<p>Attendees: Beverly Snell (BS) – Practice Manager, Arleta Morgiel (AM) – Assistant Practice Manager, Abdul Choudhury (AC) – Assistant Research Officer, Primary Care CRN South London and 6 patient representatives</p> <p>Apologies: 3 patient representatives</p>	
2.	<p>Introduction and welcome</p> <ul style="list-style-type: none"> • Meeting agenda and minutes from the last PPG meeting • Patients representatives welcomed by Practice Manger • None of the issues from the minutes of the last meeting were reported 	BS
3.	<p>Clinical Research Network</p> <ul style="list-style-type: none"> • Introduction to Clinical Research Network South London and their role in Primary Care • National Institute for Health Research (NIHR) as a research “arm” of the NHS • Division 5 in Primary Care to help GP Practices to identify patients who may benefit from new research • GPs to confirm whether patients are eligible for taking part in research • Patients to be contacted by GPs Practices and to decide whether to participate • To signpost patients who would like to know more about current research or to get involved in research directly – independently from being invited by GP Practice) • Patients to be kept up to date about available research from www.nhs.uk/news, www.ukctg.nihr.ac.uk or www.joindementiaresearch.nihr.ac.uk • Recruiting new participants – a brief table discussion 	AC
4.		BS

	<p>Background for new members</p> <ul style="list-style-type: none"> • WMC PPG to meet regularly for more than 5 years now and more recently changed to meet biannually • To act as a liaison forum between patients registered at the surgery and staffing team to help improve services and have a good understanding of patient's needs • To keep patients up to date with changes in the NHS and to keep patients informed about the services provided by the surgery • Fundamental aims are 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 patients can help? The Practice would like to hear of the needs of the parents of young children – as well as older people, younger people working age people, carers and the cared for and those with long term conditions and poor mental health; what could the surgery be doing better for patients, would a change in surgery hours help patients, are clinics at appropriate time, can patients see the health professional they need, when they need them and are they the appropriate clinician? • What are the benefits for patients? Patients can influence the surgery to change the way it does things and find out more about the way we work • Recruiting New Members – a brief table discussion 	
5.	<p>GP Patient Survey – published in July 2017</p> <ul style="list-style-type: none"> • 393 surveys sent out and 98 surveys were sent back, 25% completion rate • What does the Practice do best? 97% of patients said that the nurse was good at listening to them, CCG average 88%, National average 91%; 88% of patients said that the nurse was good at involving at decisions about their care, CCG average 87%, National average 90%; 93% of patients said that the nurse was good explaining tests and treatments, CCG average 87%, National average 90% • What the Practice could improve? 43% of patients usually speak or see their preferred GP, CCG average 57%, National average 56%; 62% of patients found it easy to get through to the phone, CCG average 75%, National average 71%; 73% of patients said that the last time they saw a GP was treating them with care and concern, CCG average 86%, National average 86% • http://results.gp-patient.co.uk/report/10/ResultOptions.aspx • Action plan for improvement – launch a new website which is a user- 	BS

	<p>friendly and a password is not required and works as an app, dashboard. Staff to be trained to encourage patients to use it for accessing services at the Practice. This will increase an access for patients who do not have access to the internet e.g. elderly/vulnerable</p> <ul style="list-style-type: none"> • Clinical meeting and its feedback on the Practice results for a table discussion about how and where we can improve the most? • Access to see a preferred GP – new website “ask your GP a question” 	
6.	<p>Patient on-line Service</p> <ul style="list-style-type: none"> • The GMS regulations 2015-16 state that practices must promote and offer to patients the facility to view their detailed coded online record by March 2016 • Since 1st of April 2016 it should have become business as usual and for newly registered patients approach should be rather "opt out" than "opt in" • GP online services is a quick, easy and secure way to book GP appointments, order repeat prescriptions and view your GP records • Londoners can now access their GP practice and manage their health online in the same way they manage many other areas of their life • Visit GP online services to register • 89% found registering online simple to do • 1.7 million Londoners have booked an appointment using GP online services • 35% reduction in ‘did not attends’ The surgery would like to know what could be done better 	AM
7.	<p>New Flu Season</p> <ul style="list-style-type: none"> • Eligible patients: all children aged two and three years old, those aged six months to under 65 years in clinical risk groups (chronic liver disease, chronic neurological disease, chronic respiratory disease, immunosuppression, chronic renal disease, chronic heart disease, diabetes), pregnant women, those aged 65 years and over, those in long-stay residential care homes, carers. • School children – year 1, 2, 3 - school nurse or Wandsworth Paediatric Immunisation Team – St John’s Therapy Centre: 0208 812 6090 • Housebound patients: District Nurses – DN team to vaccinate housebound patients, HCAs to visit patients at home • Walk-in flu clinic opening hours: (no need to book an appointment in advance): Saturday 30th September 2017 09:00 - 12:00 and 13:00 - 16:00, Monday 2nd October 2017 17:00 - 20:00, Saturday 7th October 2017 09:00 - 12:00, Monday 9th October 2017 17:00 - 20:00, Saturday 14th October 2017 09:00 – 12:00 and 13:00 – 16:00, Saturday 21st October 2017 09:00 - 12:00 	AM

8.	<p>AOB</p> <ul style="list-style-type: none">• Death Awareness week in 2018 (14th – 20th May) Death Café to take place again• LGBT Awareness in the Practice• Refurbishment in the Practice• Patients to share and discuss their comments at future meetings• Proposed next meeting on Tuesday 20 February at 18:00 at Wandsworth Medical Centre• Thank you very much for coming	BS