

Minutes of the meeting  
**The Francis Grove Patient Group**  
Tuesday 16<sup>th</sup> June 2015  
18:30 – 20:00

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Present

WP, IP, LN, HN, SP, KG, MM, AD, Dr KB, Dr CB, GB, AB, DT, DK & DL

Guests AM, VM, Dr PA from St. Georges Hospital

Apologies

None

Presentation from St.Georges

The group were delighted to have representation from St. Georges Hospital to speak about average waiting times for outpatient appointments, central booking service, and GP correspondence as well as an over view of services.

St. George's team suggested that if a patient has not heard about their referral after **14 working days** they should contact the central booking service rather than the GP practice.

All GP referrals to St Georges will be scanned digitally and prioritised; once completed, each patient will receive a letter asking them to contact the Central Booking Service 020 8725 0007 it is easier to make contact after their very busy time between 08:00-11:00am. The St Georges team explained that this system reduced the number of patients who do not attend their appointments. Patients are reminded by the Group to let the booking service know if they need to either cancel or re-book their appointment if it is found to be inconvenient or not needed.

The Group informed St. Georges that patients comment on how long they have to wait in the queue to be answered by the Central booking service, St Georges said this was a common theme from other practices and they are working hard at reducing the wait time. The Group acknowledged that the wait does seem shorter so there has been an improvement. St Georges are developing electronic patient records (EPR) which will become an efficient and safe source of individual patient's notes.

The Nelson Health Centre (020 3668 3300) is now open and will host outpatient appointments for certain specialities and our CCG can influence what services could be delivered for the community.

We thanked the team for their attendance and clarification of various problems encountered by various patients from the practice.

## Minutes of the Last Meeting

Minutes of the last meeting were agreed

## Patient Notice – recruiting new members

The practice would like to recruit a few more patients from different backgrounds and those in the age group 30-60 age group, and parents of children who may be unable to attend meeting we would welcome as virtual patients keeping in contact by email.

## Website

Two new members commented that the date of the FGPG meeting was not easily accessible on the website and they had to search down in to the minutes of the last meeting to find the date it was agreed this needed addressing.

## TV in Waiting Room

WP has sent several emails to the company with no response please could DK try again. The group agreed this would be a better way to advertise and inform patients as the notice boards in the waiting room are too crowded.

## FFT (Friends and Family Test)

The practice is having a poor response to the FFT a group member suggested the practice needed to be more proactive by asking the clinicians to hand out the forms at the end of their consultation with the patient this which may improve the number of responses.

## Patient Survey Ideas

The group has discussed lots of ideas for our next patient survey, DK is completing the practice complaints summary for 2014/2015 which is sent to NHS England annually and we could base some of our questions from the outcome of the complaints summary. This was agreed by the Group.

## “You Said I Will”

Member of the group suggested using “you said I will” letting patients know what improvements we have made following suggestions and complaints.

## Nurse Revalidation

In April 2016 all nurses will have to go through a revalidation process and to engage and demonstrate that they practice safely and effectively. Nurses are currently required to renew their registration every three years. The

revalidation will strengthen the renewal process by introducing new requirements:

- Up to date practice and professional development
- Reflection on the professional standards of practice and behaviour  
reflection on the professional standards of practice and behaviour as set out in the Code
- Engagement in professional discussions with other registered nurses

End of Meeting

**Next Meeting Tuesday 11<sup>th</sup> August 2015@ 18:30 – 20:00**