

## Patient Participation Meeting

13<sup>th</sup> Dec 2016

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, SP, AM, KG, IP, AD, GN, WPr, Karen Gray-Bowel  
Cancer screening programme.

Apologies: JB, LN, SOF, all GP's

Discussion	Action
<b>Matters Arising</b>	
Patient Engagement Meeting-next one is the 25 <sup>th</sup> January 2017 between 5-7pm at 120 Broadway.	
CCG representatives will be very happy to come and talk to the group. We will arrange a date in April.	
LB apologised that the TV screen has been a low priority but she hopes to have had time to do this by end of January.	LB to do the training on the TV facility by end of January.
<p><b>Medication wastage</b></p> <p>WP distributed the guidelines from the CCG/pharmacies to aid good prescribing and dispensing. Thanks to SB our virtual member for the help in getting the above guidelines for the medicines wastage.</p> <p>They make it clear it is the responsibility of the patient to initiate every prescription order, the pharmacy should NOT be doing this without consultation on what and how much patients need.</p>	
<p><b>Dementia Friends Training</b></p> <p>The turnout was poor, no staff were able to attend and only 1 of the patients who put their name down attended. Only 4 people in total were there and it was disappointing. LB explained that staffing on Friday afternoons is less than any other day of the week so Fridays is a bad day for training. Discussed other days and times this could happen. WP will aim to arrange another date in the Spring.</p>	
<b>Today's Discussion</b>	
<p>Karen Gray-Bowel Cancer Screening Specialist Nurse.</p> <p>2 Screening programmes currently</p> <p>60-75 year olds are eligible-they are invited to take part, but you can opt in after that age and be screened.</p> <p>Kit is sent on the post every 2 years.</p> <p>The earlier diagnosis of Bowel Cancer will increase survival.</p> <p>1/20 people develop BC at some stage and 3<sup>rd</sup> most common cancer in the UK, third to Breast and Prostate. 2<sup>nd</sup> Cause of Cancer Deaths. A Jumbo Jet full of people every week die from it.</p> <p>25% are found to have cancer once it's become an emergency and it's stage 4 with a very low survival rate.</p> <p>Francis Grove uptake is only 50%, we should be aiming for at least 60%.</p> <p>If it's abnormal you will be referred for a colonoscopy.</p> <p>In SW London they will offering in 1-2 years for a flexible sigmoidoscopy, intending to be offered to 55 year olds.</p>	
<p><b>Patient Survey Results</b></p> <p>LB handed out an overview of the results of a survey that was undertaken within the surgery in November and December. 91 respondents completed the survey, some data was skewed due to the layout of the questionnaire and some questions not being completed.</p> <p>Key findings in comparison with last years' survey:</p> <ul style="list-style-type: none"> <li>• An increase in the number of patients who would recommend the surgery</li> <li>• An increase in the number of people who 'Never' use our website and a reduction in the percentage of those who do check it for</li> </ul>	

<p>information.</p> <ul style="list-style-type: none"> <li>• An increase in the percentage of respondents who find receptionists 'very helpful' to 77%.</li> <li>• Responses for access to Nursing Appointments indicated that appt's were harder to obtain.</li> </ul> <p>Discussions about some of the reasons why nursing appointments have potentially reduced as a few examples a nurse on maternity leave, no HCA for over a month, but also the review of processes such as spirometry have meant appointment times for conditions requiring this have doubled, which has decreased capacity also.</p> <p>Some actions/suggestions put forward from the PPG in response to the outcomes of the questionnaire are as follows:</p> <ul style="list-style-type: none"> <li>• Ask website provider to give us a breakdown of website visits to see if the website use has gone down in correlation with the percentage of respondents who stated they used the website in comparison to last year.</li> <li>• Upload a sentence or so for each role within the surgery so patients have more of an understanding of what the different types of staff do.</li> </ul> <p>LB asked that if anyone had any other suggestions on reading the overview to give her a ring or email.</p>	
<p>Infection Control Inspection</p> <p>The surgery was inspected by NHS England on 28<sup>th</sup> November and we achieved 96%, a few things that let us down are things we are unable to change due to the surgery lease agreement, but other things such as cleaners not having HEP B vaccinations, which we offered and got started the very next day, having enclosed bins in the nursing treatment rooms, which we ordered the next day. Overall very happy with the results.</p>	
<p>Training afternoon/Afternoon closure of the Practice</p> <p>The CCG have for the first time ever allowed practice to close for an afternoon in January for training purposes. All practices in the borough will be closing and coming together for training put on by the CCG. The focus will be Diabetes.</p> <p>The CCG are putting on Out of Hours Cover to enable the event to take place.</p>	<p>LB will advertise the date of closure on the website, the phone lines and within the surgery.</p>
<p>Patient Access</p> <p>AD commented that getting this programme up and running and understanding how to use it is difficult, she asked if there were any guidance. LB explained this is actually an NHS England service and not linked to the surgery so therefore we have no information. However LB acknowledged the difficulty this causes and discussed how currently it is taking up lots of reception time trying to help people with their online access queries</p>	<p>LB to put together some instructions on how to use patient access and see if there is a youtube video available and if not perhaps produce one ourselves that we can put on the website.</p>
<p>Rotating days of the meetings</p> <p>LB asked on behalf of the Dr's whether Tuesday was set or if the evenings could be rotated to enable each of them to attend. Everyone agreed that evenings were flexible.</p>	<p>WP and LB to get together and suggest dates for future meetings.</p>
<p>AOB</p> <p>Neurology queries from SP at previous meeting.</p>	<p>LB to follow this up.</p>