

## Patient Participation Meeting

12.02.19

Present: Chair-Lynsey Buckles (LB)-Mins, AM, LN, GN, JB

Virtual Member:SSB

Apologies: SOF, SP, KG, all GP's, Wayne Penegar (WP), SP.

Discussion	Action
<b>Matters Arising</b>	
Dementia Alliance Training Postponed until next meeting.	WP to liaise with Ryan on the date of the next meeting.
Review of Prescribing policy Emma will be attending the next meeting to give an overview of the new prescribing policy and the changes that have been made as a result of the complaints made.	Emma to answer queries on Prescriptions at next meeting. Members please send specific questions in advance so Emma can come prepared.
Violence and Aggression Policy LB confirmed that following review we do not follow the policy to its entirety. LB acknowledged this was not useful and we would not feel the benefit of the policy unless we followed it, LB stated we needed to be more timely in our approach and then warnings would be more relevant.	
Posters been done in waiting room have been reviewed by the nurses over the Christmas period, so the posters and information are up to date and relevant. LB commented that we get posters and leaflets from so many organisations sent through and asked to display them. It can be challenging to decide what to display and what not to	
<b>Today's Discussion</b>	
<p>Complaints and compliments</p> <p><b>We are for the first time at 5 Stars on NHS choices!!!</b></p> <p><b>NHS Choice compliment</b> 'Excellent care I'm very grateful to the staff at Francis Grove for always helping me so professionally and compassionately, especially during a recent visit. Particular thanks to the doctor I saw, who has given me outstanding care for different health concerns for the second time in 3 months. As well as to the member of staff at reception who booked me a taxi to the hospital and was very kind and caring while I waited for it to arrive. I've never been disappointed by the care I've received from the staff at Francis Grove. Thank you for the wonderful work you do to look after the community in what I'm sure are often challenging circumstances'</p> <p><b>Compliment received from the IAPT worker who is leaving</b> 'I worked at FGS on Wednesdays for several months and I wanted to write this brief email and to share my positive experience. All FGS staff were extremely welcoming from day one. The ladies at reception were greeting me every Wednesday and were always of assistance when I needed help.I would like to thank everyone at FGS, it was a pleasure to work with you.'</p> <p>Family and Friends Test compliment x 2 received in the comments box, both commending reception staff.</p>	

<p>Complaints 2 x clinical complaints, brief overview discussed, both were issued with apologies, but very little would have been done differently on reflection.</p> <p>1 x complaint regarding External organisation using one of our rooms/Our Receptionists-Learning from this complaint was about how patients will often assume the staff here renting the rooms are our staff. Unfortunately unable to establish exactly which staff the patient felt did not behave in a caring/supportive way.</p>	
<p>Staffing update New GP being recruited to allow for Dr Baillie and Dr Davis to reduce their days. We should be interviewing first week of February.</p> <p>LB is having a 3 month sabbatical and will be off from 20<sup>th</sup> March-26<sup>th</sup> June. There will be a Temporary Practice Manager in post for 2 days per week (Linda-recently retired from the Nelson Medical Practice). A part-time manager has been recruited to support the management team with a focus on Access to Medical Records, the new e referral system and QOF achievement-This Natalie, she has already started.</p> <p>We are also just about to advertise internally for a deputy reception manager to cover the afternoon shifts.</p>	
<p>Opening up List again to all whom wish to register Due to changes in the borough (external providers of online consultations), it is expected that we may lose patients from our list, therefore to try to counterbalance this we are now reopening our list to all again. If our list size reduces dramatically we will lose significant amounts of our core funding so this will have a huge impact.</p> <p>Patients who use certain external Online consultation providers will be automatically de-registered from the practice if they have a consultation via Skype for example or face to face. This isn't always obvious to the patient, but it not only then affects their ability to access our services without re-registering, but also has a huge administrative burden for de-registering and then re-registering patients.</p>	
<p>New Digital Era In order to keep up with technology and the Government plans for taking primary care forward the CCG has commissioned a symptom checker app called Doctor Link. This is something that is likely to be rolled out across Merton in the coming months.</p> <p>Patient Wi-Fi was fitted in the surgery today.</p> <p>LB asked if the PPG would be happy to complete a survey monkey regarding new digital options. All agreed they would be happy to do a survey monkey.</p>	
<p>Minor Ailments scheme WP has sourced information and left this for people at the meeting to read through on the closure of the minor ailments scheme. This is a nationwide close down of this scheme and reflects the direction of the government of removing lots of over the counter drugs from being prescribed for example paracetamol.</p>	
<p>CQC We are due for a CQC inspection in the coming weeks/months and we are currently building evidence of good practice to present to CQC when they come. We went through the 5 Key Lines of Enquiry and LB asked for suggestions from the PPG.</p>	<p>PPG members to email Lynsey with any other examples of good practice they can think of or that they have experienced</p>

<ul style="list-style-type: none"> <li>-PPG participation in the Dementia Day</li> <li>-PPG participation in the Flu Clinic day</li> <li>-The PPG notice board is always up to date with relevant information</li> <li>-PPG suggested activating the Family and Friends Tests via text</li> <li>-PPG suggestion to add scales into the waiting room to enable patients to weight themselves for free.</li> <li>-PPG signage for Christmas and Easter opening times for example</li> <li>-PPG contribution to the newsletter</li> </ul>	
<p>AOB</p> <p>Chair Upholstery-LB asked if the PPG had any recommendations for upholsterers for the chairs in reception, some of them are ripped and need replacing but LB hasn't been able to find an upholsterer locally. AM suggested there was one on Kingston road-LB will look into this.</p>	<p>PPG email LB if they can think of any other upholsterers.</p>
<p>Date of Next meeting: 10<sup>th</sup> April 6.30pm-to be minuted by Emma. Emma may need to do the June meeting and Lynsey can then pick it up again from July onwards.</p>	