

Patient Participation Meeting

31.10.19

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, AM, WPr, JB, SP

Virtual Member: SSB, LN,

Apologies: SOF, KG, all GP's, IP, GN, RA

Discussion	Action
Matters Arising	
Upholsterer's details received and work being undertaken	
EGW to feedback to JB about the statins issue-LB isn't sure she gave EGW this action from last meeting.	EGW to contact JB
LB to look at adding information to patient access to clarify seasonal changes and appt types. The small number of characters really limits what we can write. LB to set reminder ahead of holidays to change message on Pt Access about appt's	LB to change messages
Pharmacist issues WP, feedback that he had spoken with EGW and the outcomes of that conversations and the spot checks in place to reduce this happening.	
Today's Discussion	
New Member who will be joining us was unable to attend tonight, but a warm welcome to JP in her absence.	
Overview of the Joint PPG meeting with Lambton Road Medical Practice All those who attended the meeting shared their experiences of the meeting and insights gained from attending. Notably how differently the PPG's work. Members highlighted that Babylon had an advert on directly after BBC London news a few weeks back, the advert definitely did not elude to the fact that if a patient uses their services they will be deregistered from their current GP practice. The members felt strongly that they want FGS to stay as family oriented GP practice as much as possible and not go down the route of being more corporate.	
Digital Push Update given on the new digital options the surgery are being encouraged to take up. The new website will be going ahead, the practice just needs to ensure accuracy with information being put on the website and also channels for the 'ask the GP/Receptionist/practice manager a question' sections. Doctorlink-the online triage and appointment booking system. The practice is still reviewing whether this is something as a practice we feel will be utilised by our patients. Electronic Prescriptions-LB received information this week to say that from April 2020 it is expected	
Complaints & Compliments Compliment regarding Dr Amrita-'The new Dr is lovely! She is so attentive and patient and thorough, excellent experience of seeing her' Medical report-a medical report was filled out incorrectly and then sent off without the patient seeing it. Learning from this, is that GP's need to ensure they read what the report is requesting and what should be excluded. Administratively a stamp has been ordered so that it is clear if the patient wants to see the report before sending, also that a policy be written so anyone covering annual leave of the insurances clerk that they follow the guidance. Prescription complaints; one was with a new patient regarding a prescription going electronically to their old pharmacy. Action is that we will add detail to registration form to explain that pts need to pro-actively change their nominated pharmacy	

<p>when registering or prescriptions will continue to go to their old pharmacy. Another was that a patient put in a the request with their pharmacy which we did not receive for a few days, when the prescription was completed, the GP was late in bringing them out so the patient was told to come back the next morning to collect it. The next morning when the patient came in they were unable to find it as it hadn't yet been filed (because it came out late the previous day) so the morning staff couldn't locate the prescription. Action: Complaint sent to pharmacy who are currently only bringing requests in twice per week rather than daily like all other pharmacies. Reminder to GP's to get the scripts out on time wherever possible, reminder to staff to check the prescriptions out tray if they can't locate a prescription.</p>	
<p>Flu plans WP had asked LB to send through the Flu data so far for Over 65 as we didn't do the flu clinic this year for the first time in a long while. 461 over 65's have had their flu at the surgery, is on course for where we were at same time last year. Almost 50%. Discussed the process for declining.</p> <p>Under 65's 256 patients have had it, but we are only getting batches of 200 and only had 2 batches delivered so far.</p> <p>Feedback from patients has been that they have preferred booking appt's as the flu clinic day can be hectic, with lots of waiting around and queuing. Other patients have said they thought the flu day was quite fun.</p> <p>Feedback from patients that finding information on the website about Flu jabs is clunky. LB acknowledged the website isn't ideal, but a new website will be introduced fairly soon. Pt's liked being able to book the Flu jabs online this year. No plans for a mop up clinic at this point.</p>	<p>LB will continue to monitor performance of Flu.</p>
<p>Plans for Brexit Medication shortages already happening, so we are already dealing with these sorts of things on a very regular basis. The CCG pharmacist is actively supporting us to manage these issues.</p> <p>We are getting employment law updates and staff it affects are applying for right to remain.</p>	
<p>Patient Survey Discussed how the PPG would like to do the patient survey and whether to go for digital option or paper. Lengthy discussion. PPG have agreed to meet outside of this meeting to finalise this year's survey and feedback to LB. PPG agreed they would collate the responses this year.</p>	<p>Deadline agreed for completion of this end of November.</p> <p>PPG members to be around in reception to give out surveys on a few different days.</p>
<p>Lift has been out of order for almost a week We were waiting for a part to come into stock. Managed the situation well, nurses saw patients who couldn't manage stairs in the GP rooms.</p>	
<p>Any feedback on Hubs? LB asked if anyone had any feedback on the hubs since the new system has come into place on the 1st October. We have had a few issues in terms of being able to book them every day, but this is being ironed out. No feedback from the group at this stage.</p>	<p>Please let LB have any feedback if you use any of the hubs.</p>
<p>Waiting room environment Posters need to be reviewed in terms of what is in and out of date and limit what is not necessary.</p>	<p>WPr & AM agreed they will take on this work and feedback at the next meeting on posters they feel could be removed.</p>
<p>Accurx text messages All members in attendance agreed they would be happy to receive their test</p>	<p>LB to get an update on the installation of this and get this</p>

results via text message as a test.	underway.
<p>Staffing</p> <p>New starting hopefully starting soon. Mariam isn't coming back from Maternity leave, Lucisha was only on a short term contract and so she has moved on, Pauline has also left us/retired. So we have 3 new staff due to staff to cover the 45 hours deficit.</p> <p>Scanner role is being filled internally by Anna, so Anna will be moving from prescription clerk role on Fridays to do scanning on Thursday and Friday.</p>	
<p>AOB</p> <p>LB informed the PPG that we have an infection control Inspection on the 12th November and our CQC phone call on the 13th so will update with the outcomes at the next meeting.</p>	
<p>Date of Next Meeting: 17th December 2019 & meeting about an agenda is the week of the 10th December 2019.</p>	