

**Patient Participation Meeting**

**9<sup>th</sup> February 2017**

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, SP, AM, KG, IP, LN, AD, GN, WPr, JB, SOF, Dr Baillie.

Apologies: LN

Discussion	Action
<b>Matters Arising</b>	
LB is going to delegate the use of the TV screen to Emma-Assistant Practice Manager when she returns from Maternity leave, unfortunately other things always seem to take priority.	LB to delegate the training and use of the TV screen to Emma.
Medication Wastage WP did feedback that once medication has left the pharmacy it can no longer be returned and reused. KG feedback that there is a pilot project starting to look at how to reduce wastage.	
LB has changed the information on the website to make registering for patient online access clearer. There are no YouTube video on how to register or use the patient access website or app unfortunately.	LB will consider doing more detailed guidance for patient online, but it cannot be a priority at this time.
The push button easy access door is installed and working.	
LB thanked everyone for their flexibility with the change of days for the meeting this week.	
<b>Today's Discussion</b>	
<b>Speaker from Kingston Hospital</b>	
<p><b>Bal Chohan-Speaker from Kingston Hospital. Primary Care Liaison Manager from Kingston Hospital.</b>                      Increased bed space for the winter period but usually about 520 beds.                      Main site is Hospital but they are doing more and more satellites in the community. Partnerships with various other providers for example Royal Marsden and SWELEOC.                      Closest outpatient clinic to this surgery is Rayne's park and have all of the ground floor here.                      In 2015/2016 113,000 patients seen in A&amp;E, almost 6,000 babies delivered, 388,000 outpatient appointments delivered.                      New dementia friendly ward opened last year.                      Worked very hard in the last year to reduce agency staff, which has improved significantly.                      A big focus on dementia care, they are working to convert wards to being dementia friendly.                      Waiting times at Rayne's park clinic are quite low in comparison. Services at Rayne's park include:                      Cardiology, colorectal Surgery, Dermatology, diabetes, fertility clinic, gastroenterology, gynaecology, maternity, neurology, ophthalmology, orthopaedics, pain management, plastic surgery, respiratory, rheumatology, upper GI, Urology and Vascular surgery.                      Well within target for the 2 week cancer appt's.                      Unfortunately not meeting A&amp;E waiting time, 5% more attendances than same time last year (4,000 patients).                      Trying to divert patients to pharmacies and walk in centres which are much quicker.                      Volunteering service is excellent, provides a huge value to the hospital and patients.</p>	
<p><b>Patient Engagement Group</b>                      KG gave an overview of this meeting she attended on the PPG's behalf recently. Meeting led by CCG. A lot of the attendee's came from East Merton. Much of the meeting was focused on the Wilson Health Centre closure, this meant that the other speakers did not have much time. The CCG pharmacist spoke about some research/a pilot they may be doing in the borough on prescribing wastage. The other speaker was on Social Prescribing strategies that are being taken forward in the borough. There is one pilot starting in the EAST to encourage this. Also a focus on the Navigation scheme that has resulted from the pilot project this surgery was involved in in supporting patients whom are frail. This service has navigators to support patients who don't quite meet thresholds for Social or mental health services.</p>	

<p><b>Training afternoon</b> PPG members reported it was well advertised, the text message was useful and the answer phone message worked well. LB reported there were no complaints and the training event was really worthwhile for all who attended. The focus was diabetes and both clinical and non-clinical received training related to their roles.</p>	
<p><b>Compliments and complaints</b> LB explained there have been a few complaints recently about patients not being able to get through on the phone. LB is aware of the issues and shares the frustrations, unfortunately the changes that had been planned have not been able to be progressed due to restrictions with IT and phone line placement, so this will be being re-looked at to see what we can do next. Staff have received training on trying to keep calls and interactions short.</p> <p>There has also been a complaint about the Appointments system. The patient felt the changes to moving to a more on-the-day approach to appt's had not been advertised. LB has put an explicit message on the answerphone now to explain and also on the website. The PPG members agreed it has been discussed at this meeting a few times and they felt the system worked well mostly, although all acknowledged that the older population maybe more reluctant to take an emergency slot if they really needed it.</p> <p>We have had some lovely compliments on the NHS choices website recently- we are all grateful anytime patients recognise the work we do and we are always delighted to hear about peoples positive experiences.</p> <p>LB explained she had saved all the wonderful comments in the Christmas cards and wants to somehow put them into a collage – GN suggested advertising if anyone want to do the collage as a volunteer project.</p> <p>A PPG member shared her recent experience of calling in late in the day and asking for an appointment, she praised the work of the receptionist who established the issue quickly and booked her in to see a Dr. She praised the Dr for his swift action and praised how smoothly the process worked from getting a letter from here to go straight to A&amp;E, the speed at which she was treated at A&amp;E and the positive outcome that had come from such quick diagnosis referral and action.</p>	<p>LB to remind receptionists to double check when speaking to older people whether they do need the urgent appointments.</p> <p>LB to consider how she can go about doing this.</p>
<p><b>PPG member Feedback:</b> <b>Text messaging</b>-LB stated that some patients are asking to be removed from the text messaging function but sadly it is an all or nothing system. LB asked whether the PPG members felt the texts were useful, annoying etc. All stated they felt the text communication was an excellent way to connect with patients and it should definitely remain.</p> <p><b>Appointment System</b>-Following the complaint discussed above, LB asked for feedback or comments on the current appointment system. PPG members felt the process was ok, they acknowledged the issues of increasing demand, some felt the on the day appts and booking on-line was working very well for them. LB asked if anyone had any thoughts or suggestions for improvement to email them through.</p>	
<p><b>Perceptions on current Government and Media hype about primary Care:</b> The PPG were offered the opportunity to discuss the recent headlines and ask any questions about anything they had read or had queries about. Discussion about pushing work out of secondary care into primary care and the impact on the patient and on primary care was discussed. LB recommended that if anyone wanted to keep abreast of the GP</p>	

<p>perspective on the governmental demands and changes to like the 'gp state of emergency' page on Facebook. The articles they post will usually be from PULSE or BMA/GMC responses and are an excellent way to see the full picture from both sides on the on-going debates.</p>	
<p><b>Update on Primary Care changes within the borough:</b>  The Merton GP Federation is continuing to grow and develop and is in the process of setting up a Referral Management Centre, with the aim of relieving some pressure on GP's and administrators. They will be doing their best to establish the Merton Federation as a strong contender to winning contracts that can be managed well within the primary care setting. The CCG are working with the Federation and are wanting the Federation to be successful with gaining primary care contracts.</p> <p>The CCG is having a lot of staff changes which is proving challenging for all involved. Time frames for implementations of new contracts is incredibly short, which is also challenging.</p>	
<p>AOB  Next meeting date TBA</p>	