

THE LEA SURGERY

Patient Participation Group Minutes. Date: Tuesday 22nd October 2019

Present: D. D., Dr A. G, Dr P., K. I., M. L., F. A., D. B., K. W., P. L., J. G, L. G., K. N., L. A., L. H.

Apologies: J. B-M, D. W., A. E..

AGENDA

- 1) Flu Campaign**
- 2) CQC Telephone Interview**
- 3) GPDR**
- 4) Changes/Improvements to the surgery**
- 5) Complaints**
- 6) General Discussion**
- 7) A.O.B. – Cancer awareness coffee morning**

1. FLU CAMPAIGN

huddle weekly – strategy meeting. Review of previous week data. Focus on fluenze. Kelly has ordered 50 and text will be sent once we have them in stock.

Review list. 64 housebound. Community matron has taken 20 vaccines already. They have set improvement target, an increase of 5% on last year. We are doing proactive phoning of patients; sending texts and letters inviting patient who are eligible.

Target is for 50% of age 2-3 year olds

We need to document the reason for refusing vaccines.

2. CQC TELEPHONE INTERVIEW

Dr Goel had telephone interview 4 weeks ago which went very well. There is a formal visit every 5 years and telephone call every year. If they are happy with the progress and no changes they leave the surgery alone for another year. We have system in place how we address transgender patients who will not miss out on smears.

Dr Goel got a letter from CQC saying they are satisfied no changes that require a visit.

3. GDPR

Law firm brought a GP surgery to court because the GP told them to come and collect a patients record as it would have cost a great deal to post the file as it was a large one. It was upheld that the GP responsibility is to make a copy of the medical records and the solicitor's duty to come and collect. We can use our discretion. It used to cost the surgery a lot of money on postage.

4. CHANGES/IMPROVEMENTS TO THE SURGERY

Changes that have been made to the surgery are:-

Water cooler; new boiler in the room with the sink downstairs; wall fans and improvement to the staff room with new sink, cupboards, washing machine and new fridge.

Priority now is lighting and improvement to the ramp outside. Change TV screen in waiting room. Need to remove broken chairs in the waiting room.

J.G. enquired about online appointments.

Dr have to maintain 25% of their appointments for online service.

Same day appointments and routine appointments. We are encouraging continuity of care with same doctor. Our breakdown – pharmacist and nurse, GP consultation online and HCA face to face appointments.

Dr Goel is dealing with a lot of telephone consultations so freeing up day appointments. Main concern with online appointments is wasting appointments as not able to differentiate who the correct clinician the patient is to see.

All referrals are now done by electronic referral service.

We have a new doctor who has started on a long term basis; 3 days for the week and increasing in January to 4 days per week. It is slightly easier to recruit GP recently.

5. COMPLAINTS

A) Patient came to the surgery querying why he had been sent to a new surgery and had a lot of documents with him. Staff read the letters and ascertained that the HF nurse had referred patient to Tissue viability Nurse and they are based at Lower Clapton Health Centre. HF Nurse had requested he start taking the increased dose of the medication he had been prescribed and then take blood test 7-10 days after. He said he did not have the medication. When checked on the system, the medication had been sent the same day to his chosen chemist as the HF nurse had given him the letter. He had attended the previous night and was advised to attend the TVN appointment that had been arranged for him but he did not go and then came to the surgery shouting and was being disrespectful to staff.

He put in a complaint that staff was unprofessional.

A telephone consultation was arranged with Dr Goel for him as he insisted and he started shouting at Dr Goel as well. He booked an appointment to see a GP that same evening and was also rude to that GP and shouted at him. The tissue viability Nurse refused to see him at the centre as they reported that he was rude to their staff.

A warning letter was sent to him about his unacceptable behavior and if it happens again he would be removed.

B) Patient had anal sex and was unhappy the doctor did not examine him when he came to the surgery. When investigated the doctor clearly documented that the patient was in extreme pain and he gave him medication to with the complaint and asked him to return in 2 weeks' time as it would have been too painful for the patient to be examined as he was in such pain.

He complained to NHS England and the doctor concerned replied that he is sorry if the patient felt that way but clinically it would have been more painful for the patient if he had examined him at that time.

Dr Goel gave an account of an unreasonable patient who wanted dermatology referral. He offered to see patient various times which she refused and when she then complained to NHS England was

told he had to apologize to the patient. Said he was told he had to put in the words "I am sorry you are upset".

6. General discussion

Our A & E rates have dropped. We are the closest surgery to Homerton but not the highest. City & Hackney fought hard to stay out of STP.

D. D. had visit from Ambulance Area manager who reported that out of 148 emergency calls only 40 were actual emergencies. There was a 4.5 hr wait for a lady who had fallen down the stairs and she was aged 82.

Their service is stretched to the limit. There is a 9 week waiting to get scan at the hospital.

J. G. said there are only 2 hospitals in Malden and the GP lists are full and they are not taking on any new patients. The patients are being advised to call 111.

Boris Johnson said whipples cross will be one of the hospitals to be rebuilt.

D. D. requested if the PPG Group could send a letter of condolences on behalf of the group to member J B-M.

7. A.O.B. – CANCER AWARENESS COFFEE MORNING

Dr Goel said PPG were asking how they could help and he suggested a coffee morning to raise awareness for all types of cancer and then give the donations to charities. Someone will need to take lead for this.

All were in favor and this will be something we will take on board