

THE LEA SURGERY

Patient Participation Group Meeting. Date: Tuesday 25th September 2018

Present: Dr A. G, L. G, Dr F. G., L. A., K. N, K. I., R. C., N. M, A. H., K. W.

PPG Members: DB, JG, and LH

Apologies: DD had sent his apologies that he regretted he was unable to attend.

AGENDA

- 1) Friends and Family – August 2018**
- 2) Plans to improve the surgery**
- 3) CCG Newsletter Feedback - Sept**
- 4) A.O.B**

1. Friends and Family

Overall very encouraging comments. 65% said extremely likely to recommend, 27% said likely they would; 5% said not likely and only 2.5% said unlikely

DB stated that the appointment telephone line is answered a lot quicker than before and that when she called she was given an appointment with the previous doctor she saw and it was explained to her that even though she may have to wait a little longer that the continuity of care is important. Dr Goel explained that he has been triaging nearly all appointments on the telephone to avoid the booking of unnecessary appointments, thereby freeing up extra appointments. Anyone who wants a same day appointment is booked a telecom with Dr Goel in the morning.

2. Plans to improve the surgery

Dr Goel said that one room is being created for Kelly upstairs which will free up an extra clinical room downstairs. The flooring in the surgery will be changed in the next few weeks as the CCG did not like the fact that our floors were carpeted. We will be improving the waiting area by changing the lights and installing wall lights and also wall mounted fans and possibly a water dispenser. In the Staff Room we will be making a kitchenette area with sink. In the Admin Reception area we will be removing some of the patient record storage cabinets and placing them downstairs and thereby creating more admin space and enabling us to move some of the reception staff out of sight of the waiting area. So we will be putting in more computers and desks. We may also consider putting up a Glass/Perspex screen at the Reception Desk. Free wifi is available in the waiting area and we will be putting up a poster stating this.

3. CCG Newsletter Feedback – September 2018

From Friday 14th September the new Homerton eRS service will be going live. The directory is available on the GP website.

Services include Urgent TB Clinic, RACPC, Urgent breathless Respiratory and urgent arrhythmia.

Children obesity in city and hackney service available for 5-19 year olds. Can be contacted 0333 3214773 or email eh.ankhackney@nhs.net.

Clinicians remember to sign up for C the signs, early identification of patients at risk of cancer. Can be downloaded from App store.

Encourage for MRI to be done at the Homerton, Inhealth no longer have any locations in City & Hackney. Consider age of patient when requesting MRI knee between age of 40-70 and what may be the cause.

4. AOB

We have a new female doctor starting in October and new doctors who will be here on Fridays and Weekends. Our biggest problem which we are slowing managing to solve is to reduce the number of short term locums so that we can provide better continuity of care by allowing patients to see the same doctor when they visit. LH said that the locum doctors she had seen here had been ok.

So how do we work with less doctors? Since employing our in-house pharmacist Khalid a lot more appointments have been freed up as he deals with all prescription queries and requests so those patients who would just book appointments for their medication no longer do so. We have to work more efficiently in order to survive and need to educate our patients to go the pharmacy for minor ailments that can be dealt with over the counter medications. After 2021 there will be a reduction in funding of up to £300K per annum.