

THE LEA SURGERY

Patient Participation Group Meeting Minutes.

Date: 27th February 2018

Present: Dr A. G. (GP), D.W. (PPG), J. G, (PPG), K. W. (PM), M. L. (Sec), K. N. (RM), K. I. (Pharmacist), Dr J. P. (FY2), V. J. (Rec), Dr F. G. (GP), L. G. (ANP), L. A. (ANP), N. M. (Rec).

Apologies: D. D. (PPG), A.G (PPG), L.H. (PPG), R.D. (PPG)

AGENDA

- 1) Education Feedback – Maternity Update**
- 2) Use of On-line services**
- 3) Building Improvement Update**
- 4) Review for NHS Choices and Google**
- 5) Sunday Opening and HUB Appointments**
- 6) Patient Complaints discussed**
- 7) Patients missing appointments**
- 8) Friends and Family review Jan 2018**
- 9) Infection Control Inspection**
- 10) A.O.B. – Child died after being turned away**

1. Education Feed-back – Maternity Update, Dr J. P.

On Friday 23rd Feb. 2018 I attended the CCG's maternity update.

Take home messages were:

- there is a new antenatal referral form that auto populates more
- there are new preconception advice leaflets suitable for diabetes, HTN, epilepsy, anxiety - suggest practice nurses to give out during review for long term conditions.
- put indications of vulnerable women on the referral form for antenatal care so that they can be referred to the correct midwife initially
- can refer vulnerable women to "birth companions" - run by a charity - just need to email abbi@birthcompanions.org.uk
- be aware of stopping psychotropic medication during pregnancy.

2. USE OF ON-LINE SERVICES

Use of On-Line system does not allow for booking nurses appointments, only option for doctors appointment.

Video consultation may be an idea for moving forward; you are able to see the patient face to face. Dr Goel is open to trying that when it becomes available.

3. BUILDING IMPROVEMENT UPDATE

There was a full discussion with the PPG members which was carried on from the last meeting regarding to the proposed changes to the surgery.

An improvement grants has been given by the CCG who will pay 2/3rd of the total costs. Planned changes is with Patient Participation Group approval of the following things, Change flooring to wooden floor to make CQC compliant.

Change some to the lighting and repair the ones that are not working.

Changes to the reception area which includes moving the filing cabinets and put them downstairs. That will free up space to move the desks and put up a privacy screen to give the receptionists area to work in and not be in the glare of the patients as they are very exposed at the moment and the work is very intense.

Water dispenser, information screen for the waiting area; wall fans and new heaters for the waiting area.

Kitchenette in staff room so no need for having to go downstairs.

Getting an extra room upstairs for the practice manager which will give us an extra clinical room.

4. REVIEW FOR NHS CHOICES AND GOOGLE

It was suggested by PPG members for Maxine to send email to patients and ask if they would like to put their reviews on NHS Choices and Google website. There are very positive feed-backs on our family and friends surveys and it may be an idea to put the breakdown on our website and also in the reception area.

5. SUNDAY OPENING AND HUB APPOINTMENTS

We have resumed our Sunday opening which is approved at the moment to the end of June and may be extended to the end of the year.

Hub appointments are booked similar to Waltham Forest. Lea surgery quota was 7 appointments for the week but now open account. Saturday appointments are now pre-booked. If a patient calls on Saturday for appt then they can be advised to phone Out of Hours as we are paying for the service.

6. PATIENT COMPLAINTS DISCUSSED.

1. Comment put up on the website about that was plainly malicious so Maxine appealed with NHS Choices who upheld our objection and removed the comment.
2. Patient complained as she rang up to make appt for 3 children who had been sent a letter about not responding regarding immunizations. When she called could not get convenient appt as no nurses available.
3. Patient not happy as she felt the letter sent to her was not clear. Felt staff was unresponsive and adept at protecting Dr Goel.

We apologized that the letter was not more informative and explained she needed a face to face consultation.

4. Patient made appt for repeat contraceptive and was booked with the health care assistant by mistake. We arranged for a doctor to issue a prescription that day for 1month cycle, apologized for the mistake and booked an appointment with the advanced nurse practitioner.

5. Doctors being late and increased waiting time. Need update if doctors are running their surgery time late. Patient complained they waited for 1 hour on 2 occasions and was informed of the delay.

We will highlight this in our weekly meeting. Advise patient if they are waiting more than 15 minutes after their appointment time to advise receptionist.

Patients need to realize the time is limited and we can only deal with the most urgent things during 1 consultation. They may have to make a follow up appointment for another time.

7. PATIENTS MISSING APPOINTMENTS.

Patients who have DNA appointment rates have dropped since April to half.

D. W. suggested that we put a poster in the reception area about DNA and how it reduces availability and makes it hard for other people who want to be seen.

8. FRIENDS AND FAMILY REVIEW – JANUARY 18

We discussed the friends and family review for January and the breakdown is embedded in the document.



Friends and Family
February feed-back.

9. INFECTION CONTROL

Infection control inspection is 20/3/18 and will be around 2-3 hours. We will make sure infection control eLearning is up to date. Go over hand-washing techniques and basic spillage procedure.

We will do a deep clean and change the curtains.

10. A.O.B.

We discussed the article of the child who was late for an emergency appointment as mum brought her 10 minutes late and then doctor refused to see her. A copy of this will be printed and given to all clinicians and we will discuss again in our weekly meeting next week.

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