

THE LEA SURGERY

Patient Participation Group Meeting Minutes.

Date: 26th January 2016

Present: Dr Goel, J. G., D. D., D. W., Lalita Goel, M. A., M. F., K. W., M. L, Z. B, .

Apologies: R. D; L.H.

Agenda:

1. Patient Survey
2. Pharmacist – How working Out
3. More Telephone consultations
4. Premises & Contract reviews.
5. Significant Event
6. A.O.B.

1. Patient Survey Results –

A copy of the recent patient survey results was given to the members of the PPG and it was discussed in full. The main things that came out were waiting time needs improving. Seeing doctor of choice was not always possible and whilst discussing it we relayed that as certain of the doctors' only work on specific days this may be the reason for this.

On the whole the result was above local and national average. The majority of the patients was satisfied with opening hours; would recommend to others not as good as previous year.

D.D. said that if someone calls for an emergency then they should take any doctor so long as they are seen.

We are trying to increase telephone access to GP on a daily basis also use of the newly appointed pharmacist in the surgery helps to elevate waiting time. Currently there is 1-2 days waiting time for routine appointments, although emergencies are seen the same day.

The PPG members were asked how they feel with getting appointments and they have no problems when they call.

2. PHARMACIST

Lea Surgery is one of the first surgeries to employ/recruit a pharmacist to take some of the paperwork load from the clinicians.

Screening medications and letters before sending to the GP;
working with local pharmacies to sort out medication queries;
reduce duplicate repeat prescription request from the chemists.

Doctors time to process their prescriptions is now down to 10 minutes as the scripts are already processed waiting for them to sign off on them and 20 minutes to process the documents.

3. Telephone Consultation

We are offering daily telephone consultation is helping to reduce the appointment demand and patients are dealt with instead of having to wait for a couple of days to be seen. We are improving on delivering service to the patients.

4. Building Update

NHS England had a meeting last week and we are waiting to get a feedback from them as to how things are progressing.

Rope Barrier has been installed and the receptionists have to ask the patients to wait behind the rope barrier for confidentiality.

5. Significant Review

Dr Ali saw a child with a very high fever and spoke to the Paediatrician on call who advised to send the child to A & E. The Paediatrician recommended giving the child some calpol prior to sending the child over so it could start reducing the temperature in the meantime. There was none on site so Mum was asked to take the child straight to A & E.

It was discussed in our practice meeting and action was taken. We now have calpol tablets and sachets on site in the nurses' rooms, also paracetamol. These are only to be administered by a doctor or nurse.

6. A.O.B

D.D. came and had a review about things that could be changed in the surgery. One of the things he pointed out was the toy in the reception area. It has been moved and put in the corner so people cannot easily trip over it.

He also attends Hackney Health Watch meetings on behalf of the surgery.