

**The Rowans Surgery**  
**Patient Participation Meeting**  
**22<sup>nd</sup> February 2017**

In attendance:

Miss Dawn Defontaine

Ms Lou Steer

10 patients

Agenda	Comments	Actions	Accountable
Minutes from previous meeting	<p>Long queues for blood tests on Wednesdays. Discussed the issues with leaving tickets on the desk (patients taking more than one number and leaving the building)</p> <p>It should also be noted that St George's hospital will only accept blood forms that they have generated themselves. There are signs at the hospital informing patients of this.</p>	<p>Check rota to ensure 2 receptionists work the desk on Wednesday mornings to reduce waiting times.</p> <p>Feedback to reception team that St George's will not accept our blood forms.</p>	<p>Dawn</p> <p>Dawn</p> <p>Dawn</p>

<p>Minutes from previous continued</p>	<p>One patient requested a Doctors rota so patients are aware of when their preferred Doctor is here. Discussed why this would not be possible for Locums but agreed we could publish the regular GP's clinic days and times (subject to change).</p> <p>A patient queried an issue with a patient password which was outstanding since the last minute.</p>	<p>Publish GP session times on website and at reception.</p> <p>Discuss with patient and resolve.</p>	<p>Lou Steer</p>
<p>Team Update</p>	<p>Dr Ann Tonnu – Permanent Salaried GP Increasing from 6 sessions to 7 sessions per week. Dr Tonnu will have an additional clinic on a Wednesday afternoon.</p> <p>Dr Sandrasearam – Locum GP Has agreed to working on Tuesday and Wednesdays every week.</p> <p>Nurse Mildred Magbity – Locum Nurse will be replacing Nurse Gillian Polgrean from 20<sup>th</sup> February 2017.</p> <p>Dawn Defontaine – Practice Manager, returned from maternity leave in January 2017. Working Monday to Friday 8.30am -4pm</p> <p>Shahida Carew – Reception Administrator is returning to our team from 2<sup>nd</sup> March 2017. Shahida will be here full time.</p> <p>Discussed the use of locums – generally the feedback was positive. Dawn encouraged patients to leave feedback via the Friends and Family cards so that the practice team are aware of how the Locum Doctors are doing.</p>		

Practice Update	<p>The Hurley Group will continue to care-take our practice until May/June 2017.</p> <p>The procurement process for our contract has begun and we have been visited by a number of interested bidders. (We are unable to disclose who is involved at this stage).</p> <p>NHSE and Merton CCG will keep patients informed via letter of the process and will confirm who the new provider is on conclusion.</p> <p>The new building on the Rowan Park site is part of the package being discussed but this is not anticipated to be ready to move in to for at least the next 18 months.</p> <p>We established that our practice boundaries will remain the same.</p> <p>Patients have not received any correspondence since last year.</p> <p>Patients asked about the Wilson GP walk-in centre closing. Dawn confirmed the final day will be 28<sup>th</sup> March 2017 and the CCG is working with the practices to provide an alternative service to patients. More details of this project will be released once the plans have been finalised.</p>	Contact NHSE to query when the next mail drop will commence.	Dawn
Online Services	<p>The group discussed the different online services available to patients.</p> <p>Patient Access: allows patients to book GP appointments, order repeat medication and view their basic medical history.</p> <p>This is a new system which came in when we switched to a different clinical provider in September 2016. Dawn encouraged patients to register to cut down on waiting times on the telephone.</p>		

	<p>GP online: an online portal which can be accessed through our website (<a href="http://www.rowanssurgery.co.uk">www.rowanssurgery.co.uk</a>). Patients complete an online form which is then sent to the appropriate team member at the surgery. The turnaround for these requests is 24 hours (working days only).</p>		
Annual Reviews	<p>The practice has sent out a large number of reminders to patients who have outstanding reviews for their chronic conditions. Appointments can be booked over the telephone and at reception.</p>		
AOB	<p>A patient raised an issue with the Triage Doctor call backs. At the moment patients are not given a specific time the Doctor will call and have missed the call and then have to call back themselves. Dawn explained that the reason the receptionists cannot give specific time slots is due to the fact the triage doctor also deals with the emergencies and urgent requests for the day. Should an emergency present itself patients would have to be informed that there will be a delay in their call.</p> <p>A patient raised a query about communication between the hospital and the GP with regards to the availability of medication. A medication prescribed for a relative was out of stock at the pharmacy and the patient was asked to request the alternative by the GP. Dawn apologised for the inconvenience caused by this. We are not routinely informed of issues with supply but the practice should have assumed responsibility for securing an alternative.</p> <p>A patient queried why the queuing system was removed from the telephone system. This was in response to patient feedback that it caused more frustration when you are waiting. Dawn confirmed that there is still a queue in place but it is not announced when you move along.</p>		

	<p>It was suggested by a patient member of the group that a member of staff could be on hand in reception at busy times to assist patients with check in on the automated screen. This would help to reduce the queue. We will try to rota this in once our new starter has completed their induction.</p> <p>The general view was that since the Hurley took over the practice seems to be running a lot better. One patient said that the only issue is the telephone queues. This should be helped by the new addition to the team. Dawn thanked the patients for their positive comments and encouraged them to feedback to the surgery whether good or bad via the FFT cards. A patient commented that the surgery is a lot more organised now and all of the receptionists are very helpful.</p> <p>Dawn asked for patients' assistance in reporting any waste in the practice area to Merton council as we have had a number of complaints about it.</p> <p>A patient asked for our support in a request for CCTV to be installed on the corner of Windermere Rd.</p> <p>We discussed the structure of the meetings and agreed to a 2 monthly schedule for the meetings in future.</p>		
--	---	--	--