

PPG Meeting Minutes

22<sup>nd</sup> January 2019 2.30-3.30.

<p>Present: Dawn Defontaine &amp; 10 patient group members. IESO – Laura Banks and Colleague.</p>
<p>Minutes of last meeting – I am aware that a small number of patients received the first draft of the minutes which incorrectly stated the date of the PPG as 27<sup>th</sup> January. I am very sorry about this. I understand that the emailed minutes and text message reminder which went out a short while later had the correct date.</p>
<p>A group member queried whether health checks were routinely offered to patients. NHS Health checks are available to patients aged 40-74 without a pre-existing chronic disease. Patients with Chronic Diseases, such as Asthma, COPD and Diabetes, receive an annual invitation to attend a health check at the surgery. Invitations are sent by text message or by post. Patients who do not fall in to these criteria can discuss any concerns with a GP or Nurse who will arrange the appropriate investigations and treatments.</p>
<p>GP call backs – To clarify the GPs will attempt to call patients twice on the given contact number, the second call 10 minutes after the first missed encounter. If a voicemail facility is available the GP will leave a message. If patients miss both calls we ask that they contact the surgery.</p>
<p>Chain SMS update: At the last meeting we discussed the implementation of a new SMS service to improve communication with patients and reduce the workload of the practice team. The Practice are in the initial stages of implementing the system and so far we have received consent from 275 patients to send text communications. Examples of messages patients will receive are attached. We appreciate there will be patients who opt out and those who do not use mobile phones. For these patients the service will not change, we will continue to send communications via the usual method (post, telephone etc). It was felt that this service would be of great benefit to the patients and the team. A number of group member indicated they would speak to Reception about signing up. The group felt a batch text message giving patients the chance to reply to opt in would be really effective.</p>
<p>Patient Feedback – following our discussion at the last meeting we have adapted our FFT cards in the practice to allow patients to consent to share their comments on NHS choices. This was implemented at the start of the new year and we have had 5 responses so far. Patients will receive an email confirmation from NHS choices to verify the comment before it is posted online. Unfortunately this option is not available for the SMS messages which patients receive following a consultation.</p>
<p>Patient Access Survey – Our GP federation (formed of Lead GPs from Merton) would like to know more about how patients perceive access in our borough. Attached is a copy of the patient survey. I would be really grateful if you could complete a copy and drop it in to the surgery in the next few weeks. The surveys are anonymous, there is no need to identify yourself on the form.</p>
<p>IESO – see attached link and info leaflet regarding IESO online services. It was really helpful having the team here to explain how their services work. Merton CCG is working with the teams to ensure that patients are able to access an appropriate service within the expected timeframe.</p>
<p>Staff Update: Dawn (Practice Manager) will be leaving the Rowans at the end of March. The Management team have got the recruitment process underway. Until the right candidate is found Elaine Richmond, Practice Business Manager will be on hand to support the Practice team and patients.</p>
<p>Coffee Morning – We agreed it would be really helpful if the team from IESO could attend our next Coffee Morning to talk to the wider patient group about the mental health services on offer in Merton. Dates to be confirmed.</p>
<p>Next PPG Meeting – 21<sup>st</sup> March 2.30-3.30pm</p>