

Thursday 22ND November 2018

Present: Dr Tu Ngo – GP Partner, Dawn Defontaine - Practice Manager, Amanda Chequer – Reception/Admin Supervisor & Shahida Carew, Receptionist/Trainee Nurse Associate.

10 patient group members.

Welcome and Intros

How many Doctors do you have here?

3 full time GPs and a 1 vacancy for a full time GP.

We use 2/3 regular Locums who know the system and patient pathways to be able to deliver the same standard of care as a regular GP. From time to time we may have the odd Locum but that would be to cover sickness at short notice.

A full staff list is available on our website (www.rowanssurgery.co.uk), NHS Choices and in our practice leaflet available at Reception.

What do I do if all the appointments have been taken?

Our reception team work to a triage framework. If the patient fits a certain criteria or insists that they are too ill and cannot wait for an appointment or use an alternative service the Receptionist will seek advice from the GP.

Do you have the facility for your front desk staff to call for assistance if the waiting room is busy?

We have a team of Receptionists working the phones in the office behind reception and they can support their colleagues, they can ring the bell, send a screen message or call through.

Do you think the surgery is improving?

Patient feedback is a good indication of service levels and whether you are meeting patient's expectations. Our Friends and Family feedback which measures how likely a patient is to recommend us has improved from 56% - 86% since April this year. The volume of formal complaints has fallen significantly. Our biggest concerns since October 2017 have been staffing and availability. We now have 75% of our GP team in place and we bridge the gap with high quality reliable Locum GPs. We now offer 40% more appointments than we did this time last year which has significantly boosted our availability. The team are much happier and the increase in patient satisfaction has been a big boost for morale. We will continue to monitor demand very closely and respond to changes.

What percentage of appointments online are available in the practice?

All of the available appointments are visible online. We upload 4 weeks' worth of appointments at any time but we stagger the release of appointments to 4 weeks, 3 weeks, 2 weeks, 1 week and 3 days' time morning and afternoon. The reason for this being we used to release everything in one go and upload new appointments on Mondays and patients would fill all available slots, there would be nothing available for weeks and our rate of unattended appointments was really high. Since we implemented these changes our feedback from patients about their experiences booking appointments has improved (from 6/10 in Jan 2018 to 8.6/10 in Nov 2018) and our DNA (did not attend) rate has fallen. We do not make Nurse appointments visible because the timing varies for different procedures.

How do I find out who my named GP is?

All patients were allocated to a named GP in order to meet our contractual requirements. This has no bearing on who the patient sees if they have a preference. The details of your named GP are on your registration. A member of Reception will be able to confirm who you are assigned to.

Feedback on recent experiences was generally good. One patient said when she used the Duty Doctor system she was called promptly and offered an appointment on the same day. Another patient said she noticed more appointments are available online. All patients commended the Reception Team for their consistently high level of service.

Staff Update

Doctors – Dr Chew has left the Practice

Practice Pharmacist – Syed Razvi joined the Practice in August. He works at the surgery every Friday.

Thursday 22ND November 2018

He helps patients with medication queries, updates your medication list when you've been discharged from the hospital and conducts medication reviews. You can access his appointments by calling the reception team and asking for a telephone consultation.

Nurse Practitioner Alison Spence works with us on Tuesday and Wednesday. Alison deals with a wide range of minor ailments and chronic diseases and offers telephone triage and same day appointments.

Social Prescriber – Adrianna works with the Practice on Wednesdays providing support to patients who need help to access various services including bereavement, financial, social isolation and recruitment. The attached links to a promotional video for the service with real patients who have accessed the service.

<https://www.youtube.com/watch?v=EFnVchVs54Y>

<https://www.healthylondon.org/our-work/proactive-care/social-prescribing/>

HCA Rachel has left the Practice so Yvonne provides HCA cover Thursday and Fridays. Yvonne supports Trudy and can offer a range of treatments including flu vaccinations, shingles vaccines, B12 Injections, NHS Health checks and wound care.

Shahida will be moving from the Reception Team to start her training as a **Nurse Associate** in the new year. To help build her skills she is working closely with Nurse Trudy, getting to grips with Infection Control, Blood Pressures and Urinalysis.

2 new receptionists – Nardia started with us in August & Catherine will be joining the team in January 2019.

Premises Update

The Practice met with Siobhan McDonagh, Crest (site developers), Merton Clinical Commissioning Group (CCG) and the residents of Rowans Park recently to discuss the issues around the site including the new surgery building. The CCG made it clear that it is vital to the patients in this area that the new building is in place as soon as possible and they will do everything within their gift to facilitate the process. Once the building works start it will be 2-3 years before the practice will be ready for the surgery team to move in.

Patient Survey, FFT & NHS Choices

Great improvements seen in the patient responses from our own patient survey and the Friends and Family Test cards which we give to patients following their appointments. Areas we need to work on are time spent waiting to be seen and appointment availability.

We ask that if patients have had a good experience at the surgery they post their feedback on NHS Choices. This is a highly visible platform for patients and prospective employees of the practice. Patients suggested we sent a text to the patients asking for feedback but we felt this might be a bit overwhelming as we already send a friends and family text following appointments.

Breast Screening – Female Patients aged 50-70 will receive an invitation for breast screening in December. The screening will take place at the Rose Centre at St Georges. For more information on Breast Screening please call 0203 758 2024

Coffee Morning December we'd like to invite someone from the Cancer Screening Team to attend the next coffee morning to speak to patients about the different screening services available. Patients agreed this would be really useful, a number commented they were put off by the bowel screening kit. Dawn to arrange and confirm date of coffee morning.

SMS service

We are working on introducing a SMS system at the practice to alert patients on test results and to send directed messages for e.g "your Vitamin D level is slightly low, please speak to your Pharmacist about Vitamin D Supplements". The group felt this service would be of great benefit to other patients. It would save time calling up the surgery to find your results were normal and would save resources within the practice as the Receptionists would not have to try to ring patients or send letters. Concerns were raised about consent and this is something that we are taking in to close consideration. We would appreciate the feedback of the group before implementing this system in

PPG Meeting Minutes

Thursday 22ND November 2018

the practice.

AOB

GP Hubs

One patient raised an issue experienced at the GP Access Hub who seemed reluctant to see him. We will look in to this incident and follow up with him.

It was apparent that not many patients were aware of the GP Access hubs and how to use them.

There are 2 GP access hubs based in Merton. One at The Nelson Medical Practice the other at Wide Way Medical Centre. They are open 5-8 weekdays and 8-8 Saturday and Sunday. They do not provide a walk in service. Appointments can be accessed by calling our reception team in our open hours or NHS 111. Ask for an appointment at the GP Hub. There are also Nurse clinics available throughout the week during extended hours. These clinics are ideal for Cervical Screening. The Hub clinicians can access your medical record and report straight in to your notes improving the standard of care you receive. Ask one of our Receptionists for more details.

Next Meeting

January 27th 2.30-3.30pm