

Charlton House Medical Centre
Minutes from PPG Meeting
03/12/2014

Attendees:

Staff: Dr Ranmuthu – Senior GP, Justin Mason – PM, 2 Receptionists

Patients: James Nicholls – PPG Lead, RS, KF, EB, - 4 patients.

Apologies: 3 patients

Welcome:

JM welcomed everyone to the meeting. Introduced new management and structure and looking forward to working closer with the PPG to develop and improve the practice.

Patient Survey:

Data from April 2014 survey analysed and discussed. Improvements needed are better nursing care and more appointments needed. Partner left practice and currently interviewing replacements. Previous interviewees have not worked out. New GP starting soon who looks promising.

It was reported that there were no requirements to do a patient survey as part of the PPG incentive but as the practice has undergone management changes and structural changes it was felt that it would be appropriate to run surveys throughout the next few months to encourage feedback on the practice so that the PPG and practice can work together to improve the quality of service at Charlton House. Survey was passed around and questions being asked are appropriate and will capture important data required to best understand practice.

ACTION 1 – PATIENT SURVEY

Run a routine survey on different days to get a feel for patients. JM to collate and discuss at next meeting in April 2015. Previous surveys have indicated the patients are very happy with the doctors service, the nursing service needs improvement and receptionists can be “hit and miss”. JM to meet with patients during the working day to ask their opinion opportunistically without other staff knowing. Set up data capture in alternative methods including on website, texting and survey monkey. This will hope to capture a good portion of patients even those who may not need to attend the surgery in person for any reason.

Feedback from NHS choices has improved across the board – continue to improve standards and ask patients to feedback their feelings on the practice.

FAMILY AND FRIENDS TEST:

FFT – new service running where we are asking for patients to give their opinion on recommendations regarding the practice – survey is in reception, data is collated once a month, Practice manager will collate the information and present at each meeting.

Premises:

JM reported that we have had on-going premises discussion for some time, PPG were less enthusiastic as this has been mentioned for some years. JM has mentioned that plans have moved forward, we have a new building being built at back of current location via the chemist. Plans are being drawn up and we will have more information readily available at the next PPG meeting in April to discuss further.

ACTION 2 – NEW BUILD PREMISES

- Seek opinion of Ferry Lane support group
- PPG to consider what they would like from the new build – services? In-house or additional to practice, what do they want the new surgery/premises to offer them. Present ideas at next meeting.
- Run survey and consultation with patients on whether they will like this.
- Surgery lease expires in August 2015 – we may continue on until building ready or move to alternative accommodation i.e portacabins outside.
- Ensure no disruption to services at any point.

EPS, Online summaries, Patient Access:

JM reported new services available at Charlton House – all details on website and receptionists fully trained in the set up and have been trialling for a month or two, advertisements all over the practice. EPS is electronic prescriptions allowing direct emailing to chemist to avoid patients having to attend surgery for prescription then to chemist – very positive changes and patients are really liking the service so far. It will continue to be set up as patient's request prescriptions; chemists are also keen for patients to uptake service and will be offering a sign up agreement.

Online Summaries will be available from 1st April 2015 as a contractual obligation – any patients wishing to be removed or have any questions then notices in the practice will direct them to the PM who will happily discuss it further. PPG concerned with identifiable information being shared. JM reported

PPG:

Decline in numbers and decline in interest has been reported by practice team. Disillusionment amongst PPG members due to previous management, not well organised, lost interest. JM wishes current members to help in recruitment.

ACTION 3: - PROMOTE AND DEVELOP PPG, INCREASE INPUT.

Advertise and promote PPG to patients in waiting room, new signs, refresh interest.

Receptionists/Doctors/Nurses to ask patients if they are aware of PPG and would like to take an interest – JM advised that not all attendance has to be in person, recommendations, suggestions and any support can come via email directly to PM. Language barrier has been mentioned as a main identifier as to why patients don't wish to take part – consider having interpreting service or ask local community led interpreters to join meeting to help patients who have English as second language to form opinions and take part.

Work closely with Ferry Lane Estate Support Group who are all patients and try to encourage them to be supportive as they are backing the practice regarding premises move so encouragement to join PPG and help take direct action with practice.

It was agreed to increase PPG working time to begin quarterly from April 2015. This will allow the surgery to seek further PPG members, run surveys, collate data and present. PPG is in full agreement to reinvent the PPG at Charlton House and move it forward.

Advertise on website, JM to run an audit of patients frequently attending and ask if they would like to join.