

**STREATHAM COMMON PRACTICE
Patient Group**

Notes of Meeting held on Wednesday, 26th October, 2016

Those Present: Jenni Rodgers, Chair, Maria and Val Newey, Co-chairs, Elaine Richmond Practice Manager plus four other members

Welcome and Apologies:

Chair welcomed all patients who were present at the meeting and introductions were made.

Two apologies for absence were received .

Next Meeting: Saturday, 19th November at 10am

Notes from last Meeting were read and approved

Chair's Report:

The Streatham PPG Network have been working with the Lambeth Clinical Commissioners over the past few months with a new project to encourage and incentivise more patients to become involved in the Patient Group movement.

The CCG have now agreed that they will run a year's pilot for all Lambeth Patient Group (PPG) members who are actively supporting their practice in organising and attending regular patient group meetings and health events.

Five members from each practice who comply with these provisions will be allowed to apply and receive an official CCG identity badge at a special event held at Lower Marsh on Friday 28th October.

This will allow them to be recognised as a co-worker of the CCG, able to freely enter any NHS building, and have access to the considerably beneficial NHS discount scheme.

I am happy to say that myself and four other members of the SCP Patient Group have been accepted for this pilot.

The CCG are also very mindful of the huge value that they put upon any volunteer in the borough so if this pilot is successful they will run the above project next year to include volunteers from other Lambeth NHS organisation.

Practice Report:

Staff training

On a quarterly basis the practice closes one afternoon and Lambeth CCG arrange for practices to be covered via SELDOC the out of hours provider. The next session is on Thu 03.11.2016. The practice will close at 12:30 and re-open on Friday 04.11.2016 at 08:00. Doctors and Nurses training scheduled on clinical topics including heart failure. All Receptionists and other non-clinical staff will be having customer service training. This is in direct response to feedback from the Patient Group and also Friends and Family Test results. Elaine asked those present for examples of how the practice could improve its customer service. The responses will be fed back to the Facilitator ahead of the training.

IT at the practice

The practice now has wi-fi installed which is free for patients and visitors to use. The internet automatically launches to the practice's website giving patients easy access to book appointments and order repeat prescriptions.

Patient Group members plan to drop in to the waiting room and offer patients advice and guidance on using mobile devices.

With the newly installed wi-fi the Patient Group is able to support with uploading NHS health information videos to the TV screen. This will also enable the use of subtitles.

Friends and Family Test feedback

In August there were 38 responses and 92 % of patients would recommend the practice's services to a friend or family member. Nine comments were complimentary with specific mention of Lucy and Theresa being "brilliant". Two comments related to difficulty getting an appointment and the clinician running late.

In September the practice received 39 responses and 90% of patients would recommend the practice's services. The majority of comments were complimentary with mention that "Dr Rakin is amazing". The constructive feedback included poor customer service from Reception; a long wait for an appointment; being asked by the doctor to collect a referral letter.

It was noted that 58% of responses came via the MJOG text messaging system.

There was a request that rating of customer service was included in next month's Friends and Family Test questionnaire.

Patient Participation Group Listening Scheme

Details of two projects attached plus results of DNA audit performed by 3 Patient Group Members. There was a suggestion that the low response rate was due to the practice having a withheld number and some patients prefer not to reply. Agreed actions from audit results: review timing of text reminder to be 7 days before appointment plus one further text one day before appointment. Check whether text reminder software has ability to have yes/no option in response to question "are you coming to your appointment?". It was confirmed that the current message gives a mobile number for the patient to text if they no longer want their appointment.

Elaine will arrange for unsent text reminders to be audited and for a draft of the "DNA warning letter" to be brought along to the next meeting.

It was agreed Elaine and Patient Group members will start on the second project at the next meeting "improve patient information displays".

Health promotion events

Following the success and positive feedback relating to talks at the Macmillan Coffee Morning and the Diabetes Awareness the Patient Group has requested a further event possibly in conjunction with the annual Keeping Warm and Well in Winter. One idea from a Patient Group Member is "cooking healthy meals on budget" possibly delivered by a community dietician. Elaine is happy to follow this up.

Health and safety issues

Elaine will investigate an incident where a patient witnessed an alarm sounding at the Baldry Gardens site and staff present took no action.

One patient asked whether it is possible to fit automatic doors to the entrance at Guildersfield Road. Elaine requested that we review this suggestion at a future meeting following a firm decision from NHS England and Lambeth CCG relating to moving 100% to the Baldry Gardens site. The practice has most recently been advised that the decision will be made before the end of 2016.

Feedback from the Macmillan Coffee Morning

The above event was held on the 30th September in the Baldry Gardens large meeting room and was a great success. Dr Ngo gave a very informative power point presentation on the prevention of cancer after which there was a Q&A session.

We were very lucky to receive many wonderful cakes and a lot of fun was had with the raffle and wine auction. We were also honoured to have two of our Clinical Commissioners, Una Dalton and Adrian McLaughlin as special guests who, together with all the other attendees helped to raise £350.00 for the Macmillan cause.

Many thanks to all the staff and patients of Streatham Common Practice for their generous support.

AOB

After the successful TV and CCG ID badge projects, Chair would now like to think about giving mobile phone/tablet IT training sessions particularly for the elderly in order for more patients to learn how to use the patient online booking and other accessible android procedures. One idea is that these training sessions could be held in the waiting room over a lunchtime period...and even taken to other practices on a rota basis. Please contact Chair if you could help or support with this project.

Meeting closed at 7.30pm and Chair thanked Elaine and all those present for attending.

Next Meeting to be held on Saturday, 19th November at 10am

**Meetings held monthly in the conference room of
St Andrew's Hall, Guildersfield Road, London SW16 5LS
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