

Patient Participation Group Meeting (PPG) – SMA Medical Centre

Date: 29th October 2020 18:30 -20:00

Attendees: 15

SMA Staff Attendees: Nick Christou (NC)- Practice Manager

Apologies: 1

Item	Discussion	Action	Allocated to & Deadline	Completion Date
Minutes of the previous meeting	AA & NC reviewed the notes from the last PPG meeting and provided an update on the outstanding actions. The meeting group agreed that the notes were accurate.	<ul style="list-style-type: none"> • Today's meeting notes to be posted to all meeting attendees. • Upload the notes onto the SMA website. • Copies of the notes to be made available on the PPG notice board. 	NC 21-01-2020	
Health Awareness Day 12th October 2019 (Data supplied by Nick Christou)	<p>Summary: Patients who completed the feedback form said the event was very well organised , informative, and they would attend future PPG events.</p> <ul style="list-style-type: none"> ▪ 70 patients (approximately) attended the event. ▪ 37 patients had a flu vaccination. ▪ 15 patients had their blood pressure measured. ▪ 12 patients had a smear test. ▪ 31 patients completed the heat survey form. 			Completed
Well-Being Prevention	<p>The next topic agreed with the PPG meeting attendees will be Mental Health, provisionally scheduled for May/June 2020. The contents of the event to include :-</p> <ul style="list-style-type: none"> ▪ Physical Health ▪ Counselling Services ▪ Health Lifestyle <p>Further updates to be provided in more detail at the next PPG meeting.</p>	<ul style="list-style-type: none"> • PPG to organise a Mental Health information day. 	MP,AA-NC May/June 2020	

<p>PPG internal survey</p>	<p>AA presented an overview from the findings from the 39 PPG surveys completed by patients who attended the Health Awareness Day on 12th October 2019 and attendees of the PPG meeting on 11th June 2019.</p> <p>Summary :</p> <p>Q1. How easy was it to get through to the surgery by phone ? 33% 1-5 minutes, 26% 5-10minutes, 13% 15-20 minutes, 8% 15-20 minutes, Other 20%.</p> <p>Q2. How long have you had to wait for an appt to see a GP ? 26% Same Day, 38% number of days, 33% number of weeks, 3% Other.</p> <p>Q3. How many visits have you made to see a GP in last 3 months ? 28% 1 visit, 38% 2 visits, 8% 3 visits, 13% 4 visits, 13% Other.</p> <p>Q4. How long have you had to wait for a repeat prescription ? 28% same day, 54% number of days, 3% number of weeks, 15% N/A.</p> <p>Q5. Have you or your family used e-consult ? 18% Yes, 82% No.</p> <p>Q6. Was the professional healthcare /GP you saw good at listening, checking your medical history, and giving you enough time during your visit ? 26% excellent, 33% very good, 26% Good, 8% Poor, 0% Very poor, 3% N/A.</p> <p>Q7. Do you find the GP receptionists at this practice helpful ? 38% very helpful, 51% fairly helpful, 8% not very helpful, 3% nor very helpful at all.</p> <p>Q8. How likely are you to recommend our practice to friends & family if they needed similar care or treatment ? 18% extremely likely, 44% likely, 13% neither likely or unlikely, 3% unlikely, 3% extremely unlikely, 8% don't know, 13% question 8 missing.</p> <p>The purpose of the survey is for the PPG chairs to use the feedback to work with the practice to improve patient care.</p>	<ul style="list-style-type: none"> The detailed PPG survey presentation to be made available on the PPG notice board and SMA website. 	<p>NC 18-02-2020</p>	
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Patient feedback from the event	<ul style="list-style-type: none"> • The practice has improved substantially since the takeover by the Hurley Group. • Speed up the repeat prescription process as some surgeries offer a 24-hour service. • Patients that are unwell are having to queue outside the surgery in the cold from 7am so that they can obtain an appointment to see a GP the same day (surgery does not open until 8am). • 4 weeks wait to see a GP. • Privacy - receptionists are asking you confidential questions when other patients in the crowded reception area can hear such as DOB, address, mobile number, and why you want to see a GP. • Patients require e-consult training. 	<ul style="list-style-type: none"> • Update to be provided at the next PPG meeting. 	NC 18-02-2020	
Practice update from Nick Christou	<ul style="list-style-type: none"> • Procurement process has been delayed until 1st November 2019. The licence awarded will be for a 5-year period and beyond. • Surgery to open on Saturdays 08:00-12:00. • A clinical pharmacist has been recruited so that patient medication can be reviewed. • A request to be made to the Hurley Group regarding the early morning opening of the surgery doors to prevent patients waiting in the cold. • More permanent GP's. • A vacancy for a Social Prescriber will be advertised. 	<ul style="list-style-type: none"> • Update to be provided at the next PPG meeting. 	NC 18-02-2020	
Patients not attending their pre-booked GP appointments	<ul style="list-style-type: none"> • In the last 6 months: • 100 patients did not attend their appointments. • 8% of patients did not attend their Doctors appointments. • 14% of patients did not attend their appointments with the nurse. • Patients that cannot make their appointment need to text back 'CANCEL' as this will free up appointment slots. 	<ul style="list-style-type: none"> • Provide anecdotal evidence as to why patients are not attending their appointments. • The practice will prioritise and give same day appointments to patients that need to see a GP and work on reducing pre-booked waiting times. 	NC 18-02-2020	

Text Messages	Text messages sent to patients regarding appointments to be clear. Does the patient have to attend the surgery or is this a telephone call with the GP.	<ul style="list-style-type: none"> • Provide an update at the next PPG meeting. 	NC 18-02-2020	
Date of next PPG meeting:	<p style="text-align: center;">18th February 2020 at the SMA medical centre 6:00PM - 7:30PM</p> <p>Thank you all that attended today's meeting your support and input is much appreciated. We look forward to seeing you all at the next meeting.</p>	<ul style="list-style-type: none"> • Meeting agenda to be published on the SMA website and by post to PPG group members. 	AA-MP-NC 31-01-2020	