

Patient Participation Group Meeting (PPG) – SMA Medical Centre

Date: 11th June 2019 18:30 -20:00

Attendees: 12

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

Apologies: 4

Item	Discussion	Action	Allocated to & Deadline	Completion Date
Minutes of the previous meeting	Mumtaz reviewed the notes with the group and provided an update on the outstanding actions. The meeting group agreed that the notes were accurate.	<ul style="list-style-type: none"> • Post today's meeting notes to all attendees. • Upload the notes onto the SMA website. • Copies of the notes to be made available on the PPG notice board. 	AA-MP-NC 02-10-2019	
Care Quality Commission (CQC) inspection	Nick gave an update on the excellent recent practice CQC inspection .He confirmed that the findings were now all green from being all red prior to the Hurley Group taking over the practice. A report comparing the recent CQC inspection to the CQC inspection carried out prior to the Hurley Group taking over the practice will also be published.	<ul style="list-style-type: none"> • Current CQC report to be displayed in the patient waiting area. • Publish comparison CQC report of past and present. 	NC 02-10-2019	
Information Day relating to well-being prevention Saturday 12th October 2019 12:00-17:00	The next topic Cancer Awareness has been postponed until Saturday 12th October 2019 12:00 -17:00 due to summer holidays . The contents of the event will be covering the following topics: <ul style="list-style-type: none"> • Prostrate • Smear testing (nurses from the practice will be carrying out the tests). • Waltham Forest Carers • Flu vaccinations • E-consult training • Senior Social Prescriber Waltham Forest 	<ul style="list-style-type: none"> • PPG to organise a Cancer Awareness information day 	MP-AA-NC 02-10-2019	

<p>PPG internal survey</p>	<p>Andy gave an overview of the new survey form compiled by the PPG for patients who use the SMA centre. The purpose of the survey is for the PPG to use the feedback to work with the practice to improve patient care.</p> <p>PPG internal survey forms were issued and completed by attendees of today's PPG meeting.</p>	<ul style="list-style-type: none"> • PPG survey forms to be issued to attendees at the Cancer Awareness Event. • The findings from today's completed survey forms and the completed survey forms from the event will be published at the PPG meeting in October. 	<p>AA 02-10-2019</p>	
<p>Sharon Hanoonman - Senior Social Prescriber Waltham Forest</p>	<p>Sharon gave an overview of the services they provide and that they are an independent 'consumer champion' for health and social care.</p> <p>A referral from the GP is required if you would like to use this service. The Harrow Road centre is being used for referrals.</p>	<ul style="list-style-type: none"> • Social prescribing – promotional material to be uploaded on to the practice website. 	<p>NC 02-10-2019</p>	
<p>E-consult</p>	<p>A debate promoting the advantages of using e-consult and as to the reasons to why e-consult was not being used.</p> <p>A volunteer from today's attendees has agreed to provide training at the surgery on the use of e-consult. The use of this service will free up GP time and reduce patient waiting times to see a GP.</p>	<ul style="list-style-type: none"> • Volunteer to provide patient training at the surgery. • Patient training to be provided at the next PPG event. 	<p>AA-MP-NC 02-10-2019</p>	
<p>Patients not attending their pre-booked GP appointments</p>	<p>Patients that have mobile phone numbers get reminders of their appointments the day before their appointment and if they have a pre booked appointment which they booked 4 weeks ago they get a reminder 3 days before their appointment. Patients that cannot make their appointment need to text back 'CANCEL' as this will free up appointment slots.</p> <p>There also needs to be work done on identifying frequent attenders we have anecdotal evidence that patients are coming a week after their previous appointment even 2 or 3 days since their last appointment with the GP.</p>	<ul style="list-style-type: none"> • Provide details 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. 	<p>NC 02-10-2019</p>	

Text Messages	Text messages sent to patients regarding appointments to be clear as to if the patient has 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 02-10-2019	
Patient sign in and calling system	Installed and working. The feedback from today's meeting attendees was very good.			11-06-2019
Contacting the PPG team	PPG suggestion box in the surgery reception or the preferred method by e-mail: smappg@outlook.com			
Date of next PPG meeting:	<p><u>6:30PM Wednesday 30th October 2019 at the SMA Medical Centre</u></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 02-10-2019	