

## Patient Participation Group Meeting (PPG) – SMA Medical Centre

Date: 19<sup>th</sup> March 2019 18:00 -19:00

Attendees: 20

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

Apologies: Sheila Connellan – (Hurley Group Senior Business Manager), Mumtaz Patel (Co-chair PPG).

Item	Discussion	Action	Allocated to & Deadline	Completion date
<p><b>Health Awareness Day 23<sup>rd</sup> February 2019.</b> (Data supplied by Mumtaz Patel)</p>	<p>AA &amp; NC presented in detail the information obtained from the event patient feedback forms.</p> <p><b>Summary:</b></p> <ul style="list-style-type: none"> <li>▪ 80 patients (approximately) attended.</li> <li>▪ 60 patients had their BMI calculated.</li> <li>▪ 61 patients had their BP measured.</li> <li>▪ 48 patients had their blood glucose measured.</li> <li>▪ 30 new members have signed up to be on the PPG mailing list.</li> <li>▪ 60 Friends &amp; Family surveys were completed.</li> <li>▪ Everybody who completed the feedback form said the event was informative and they would attend a future PPG event.</li> </ul> <p>(The detailed event report prepared by Mumtaz Patel is available on the PPG notice board).</p>	<p>Doctor to be present at future events to answer questions.</p> <p>Greater involvement from PPG members.</p>	<p>NC 11-06-2019</p> <p>MP &amp; AA 11-06-2019</p>	
<p><b>Information Day relating to well-being prevention.</b></p>		<p>PPG to Organise a Cancer Awareness day.</p>	<p>MP-AA-NC 22-06-2019</p>	

<p><b>Friends &amp; Family Surveys</b> (Data supplied by Nick Christou)</p>	<p>AA &amp; NC presented in detail the information obtained from the 153 patient feedback forms completed from December 2018 to February 2019.</p> <p><b>Summary:</b></p> <p>Q.1 How easy is it to get through to the practice by phone:</p> <ul style="list-style-type: none"> <li>▪ <b>Very easy 41% Fairly easy 39% Not very easy 20%</b></li> </ul> <p>Q.2 The Health care professional you spoke to was good at giving you enough time during your last general practice appointment:</p> <ul style="list-style-type: none"> <li>▪ <b>Very good 51% Good 46% Neither good or poor 3%</b></li> </ul> <p>Q.3 Have you had enough support from local services or organisations in the last 12 months to manage your long-term conditions.</p> <ul style="list-style-type: none"> <li>▪ <b>Yes definitely 56% Yes to some extent 32% No 13%</b></li> </ul> <p>Q.4 Do you find the Receptionists at this GP Practice Helpful.</p> <ul style="list-style-type: none"> <li>▪ <b>Very helpful 46% Fairly helpful 50% Not helpful 4%</b></li> </ul> <p>Q.5 How would you describe your overall experience at the GP Practice.</p> <ul style="list-style-type: none"> <li>▪ <b>Very good 48% Good 43% Neither good or poor 7% Poor 2%.</b></li> </ul> <p><b>Patient feedback:</b></p> <ol style="list-style-type: none"> <li>1. Patients experiencing long delays in getting through to the surgery at 8:00AM and 4:30PM.</li> <li>2. Never see the same GP.</li> <li>3. 3 weeks wait to see a GP.</li> <li>4. Delay in seeing the GP from the appointment time given.</li> <li>5. Patients are not able to use e-consult.</li> <li>6. Delays in the procurement process could be affecting patient care.</li> </ol>	<p>The patient self-sign in and calling system to be installed in the surgery in six weeks will free up the reception staff to take calls.</p> <p>Staff to receive NVQ2 customer service training.</p> <p>NC to provide updates at the next PPG meeting on the progress to address the concerns from the patient feedback.</p>	<p>NC 11-06-2019</p> <p>NC On-going</p>	
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<p><b>Jade Brown Waltham Forest Health Watch - Outreach Officer</b></p>	<p>Jade Brown gave an overview as to the purpose of the WFWH. They represent the views of patients and the public in our local area and are an independent 'consumer champion' for health and social care. All patients have been invited to their next meeting.</p>	<p>Promotional material to be displayed in the surgery.</p>	<p>NC 11-06-2019</p>	
<p><b>Minutes of the previous meeting</b></p>	<p>The meeting group agreed the notes as being accurate. Attendees of the PPG meetings will receive the meeting notes by post. Today's notes will be uploaded onto the SMA website: <a href="http://www.smamedicalcentre.com">http://www.smamedicalcentre.com</a> and will be available on the PPG notice board.</p>	<ul style="list-style-type: none"> <li>• Send out the notes by post.</li> <li>• Upload the notes onto the SMA website</li> <li>• Copies of the notes to be made available on the PPG notice board.</li> </ul>	<p>AA-MP-NC 11-06-2019</p>	
<p><b>Identifying Doctors, nurses and reception staff that work at the SMA medical centre.</b></p>	<p>NC has agreed to produce a poster with the photographs and names of all the Doctors including nurses and reception staff that work at the SMA medical centre.</p>	<p>Poster to be installed in the patient reception waiting area.</p>	<p>NC 11-06-2019</p>	
<p><b>Patients not attending their pre-booked GP appointments.</b></p>	<p>NC raised concerns that 20% of patients did not attend their GP appointments and 18% of patients did not attend their appointment with the nurse. <b>In February there were 213 missed GP appointments.</b> Forgetting to cancel your appointment if you no longer need it prevents someone else from being seen.</p>	<p>Provide details as to why patients are not attending their appointments.</p>	<p>NC 11-06-2019</p>	
<p><b>Other business</b></p>	<ul style="list-style-type: none"> <li>▪ Entrance to the surgery required cleaning.</li> <li>▪ Sanitiser to be positioned at the entrance to the surgery.</li> <li>▪ Signs to be installed to direct patients to the GP room locations.</li> <li>▪ Front surgery door requires repair.</li> <li>▪ No mobile phone signs to be installed in the surgery patient waiting area.</li> </ul>	<p>Remedial work and patient requests to be carried out.</p>	<p>NC 11-06-2019</p>	
<p><b>Contacting the PPG team</b></p>	<p>PPG suggestion box in the surgery reception or the preferred method by e-mail: <a href="mailto:smadpr@outlook.com">smadpr@outlook.com</a></p>			
<p><b>Date of next PPG meeting: 11<sup>th</sup> June 2019 at 6:30pm SMA medical centre.</b></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>	<p>Meeting agenda to be published on the SMA website and by post to PPG group members.</p>	<p>MP-AA-NC 11-06-2019</p>	