



St George's Medical Centre
St George's Patient Participation Group



**Minutes of
PPG Meeting
13th March 2015
12:30pm**

Attendance:- MB, DJ, VA, NC, WF, JB, AR, AS, VS, Dr Botros, Varsha Chohan(Practice Manager), Kiran Nijjar (Receptionist)

- 1. Welcome, Refreshments and Lunch** – Varsha and Dr Botros welcomed the patient's group members.
- 2. Apologise** – FH, MG, SP
- 3. Discuss minutes and action points of last meeting held on 28.10.14**

ACTION POINTS 28.10.14 and their outcomes

Date	Description	Action	Outcome/Date Completed
28.10.14	Create survey question which will help identify how many patients are aware of on-line access	Varsha to create survey:- PPG had agreed the following questions to be added onto the survey Access to online 1. Would you like online access to Appointments, Prescription and summary information? Yes/No 2. Do you have an email address – Yes /No. Do you give consent – would you like us to contact you via email? Please give us your email address - 3. Text messaging – would you like us to text you appointment reminders. 4. Are you aware of telephone consultation 5. Are you happy with the surgery opening hours?	Survey questionnaire was completed and handed out to patients between 02.01.2015 to 28.2.2015

St George's Medical Centre

St George's Patient Participation Group

28.10.2014	Friends and Family Survey	Start to hand out to patients from the 2.1.2015 – Survey's will be handed out by Drs, Nurse and reception staff	Completed 30.1.15 – discussed in meeting held on the 13.03.2015 The FFT will be on-going
28.10.14	Switch Off Mobile phone posters	Varsha to create or order a switch off mobile phone poster	Varsha has created and laminated added to waiting area on the 03.03.2015
28.10.14	Online access	Add on website, add poster in waiting area, reception staff to encourage patients.	On-going – Varsha had send bulk email to patients with valid email address informing patients of on-line access and registration process. Posters added into waiting area and online

4. Practice Survey Audit Outcome – (Survey audits were handed out to the PPG members.)

We conducted 100 patient surveys during January and February 2015. The Patient survey was based on Online Access Services. There was a very high percentage (73%) of patients who are happy to have access to Online access for Appointments, Prescriptions and summary information, but out of the 100 patients only 68% have email and only 47% would like to be contacted via email.

There were more (89%) patients who preferred appointment reminders via text message, which is very positive and helps to lower DNA rates. Low percentages (56%) of patients are aware of telephone triage. Opening hours – 90% of patients are happy with our opening hours which is very satisfying for the practice. Group members agreed that the opening hours are very good as we have Mondays as extended hours.

Practice Goal

Try and update as many email address and mobile phones for easy communication with patients. Difficulties we have is when patients change their telephone contact number and are not updating them with us making it very difficult in contacting patients. In order to have easy and quicker communications with our patients we would like to encourage patients to update us with their email addresses.

Suggestion: DJ asked to add the audit in the waiting area and on the website so patients are aware of the outcome and may want to sign up to online access.

Patients with no email or internet access: we will provide the same services as it on our website for patients. We have all leaflets, advice, telephone booking, collection and request for repeat prescriptions and practice leaflet which are available by reception. JB, MB and VA have mentioned that they have not had any difficulty in obtaining any information at reception and the waiting area was updated with all information.

- **Friends and Family Test (FFT)** – Varsha discussed that the FFT is a survey that all practice must take part and needs to be submitted to NHS England every month. These were first introducing in all hospitals and are now introduced to all GP practices. JB agreed as she has seen them in hospitals.

St George's Medical Centre

St George's Patient Participation Group

- January Outcome – 49 surveys were completed and the following were audited
QUESTION: - We would like you to think about your recent experience of our service. How likely are you to recommend our service to friends and family if they needed similar care or treatment?

Answers:-

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely
35	13	1	0	0

All comments from the FFT will be published on our practice website and in waiting area. The PPG members discussed the comments that the practice received and all of them were positive except for one that mentioned about the waiting time to be seen by doctor was long. Dr Botros added on that sometimes when an emergencies needs to be dealt with or some patients take longer than their appointment time we have found delays, but there has been improvement on the waiting time patients has been seen on time. We have added on the LCD messaging system that one problem per consultation which will hopefully help with the waiting times.

5. open discussions

- Electronic Prescription Service (EPS)** – Varsha discuss the new electronic prescribing service which the practice has become live since the 5th March 2015. What is EPS – EPS is the electronic transmission of repeat prescription directly to your nominated pharmacy. The nominate pharmacy will be confirm by staff at the time a repeat prescription is made and by the doctor/nurse during consultation. If no pharmacy is nominated then a normal FP10 (green paper prescription) will be printed. We would encourage all patients to use this service.

Questions and Answers

- how do I get my medication if I am away for example in Manchester-WF
Answer:-Dr Botros – you can get your medication from a pharmacy in Manchester. Request on-line prescription – nominate the pharmacy in Manchester – after 48hr collect prescription from nominated pharmacy.
- How long will it take pharmacy to receive prescription?
Answer: - 48 working hours
- Can we change nominated pharmacy

St George's Medical Centre

St George's Patient Participation Group

Answer: - yes

4. What if I have not received the full medication requested by chemist for example requested 2 month's supply, GP issued 2 months by chemist gave one month. NC

Answer: - you need to query this with the chemist; they should have records of medication requested electronically.

Suggestion – always check the medication you receive by the chemist against what you have requested.

5. Can Pharmacy give printout of medication list?

Answer: - yes if you ask them.

6. Can we get normal FP10 paper copy prescription, if we do not want to participate with EPS

Answer: - yes

- **North Southall Network Patient Participation Group – Mr and Mrs AS, Mr DJ and Dr Botros**

Mr and Mrs AS and DJ attended the PPG (Patient Participation Group) meeting help By the CCG (Clinical Commission Group).

Other attendances were local GP's and Practice Managers. Hand outs of Agenda were circulated to all members. Mr AS mentioned that the meeting was mainly forecast on how the health watch a local charity can support the local PPG members within Ealing and ask for volunteer to be member to run the PPG. Mr AS had bought some leaflets which was passed around to the members to view and advised Varsha to contact them directly to receive more leaflets to circulate to patients. Outcome of the meeting was to develop the PPG at a network level with the help of health watch Ealing. Another meeting is scheduled for June/July to discuss whether the PPG would like to work with other PPG to form a bigger network or prefer with their own practice based PPG. Mr AS had asked the question in the meeting today and majority preferred the small group as they could communicate better. Mr DJ though working with other PPG would be helpful as we could exchange views and ideas and will have a better view on how the NHS changes and develops. Not everyone was sure whether to be part of a bigger group or stay with a smaller group. Varsha advised all members to email or write their suggestions and forward them to her. The outcome will them help Mr AS and Mr JD to discuss in the next CCG, PPG meeting. Mr NC commented that this is all talk but no action. AS and DJ replied if you do not speak then you will not be helped. Mr AS was very proud to say that St George's PPG was fully active and supportive in view of practice development compare to other PPGs.

- **Online appointments** are very limited to one week, if possible could extend for 2 weeks and add extra evening late appointments (after 5:30pm) for patients who are working late. AS- has booked on-line appointments and did mention that the first attempt was little difficult but after that is much simpler. Has encouraged the group to try and use the system.
- **Data Sharing information** – as previously discussed Dr Botros advised the group about NHS data sharing which is used only for medical NHS i.e. hospitals, A&E, community services and out of hours service. Varsha added on that when patients are seen in different clinics or in A&E they do not have to repeat themselves with the same information i.e. patient name, address, DOB, NHS Number, medical summary history, medication and any allergies. No other information is accessible. Patient has a choice of either

St George's Medical Centre

St George's Patient Participation Group

to opt in or out. Forms are available on-line or at reception. Posters and leaflets are added into the waiting area and on practice website.

- **Staff Training in Customer service:** - since previous PPG meetings we have had regular practice meeting which we discuss on training issues or difficulties in reception. Staff are more organised and have learnt from previous mistakes. Kiran added that the reception staff do now give eye contact to all patients they communicate with. If staffs are busy on the phone they will inform the patient standing at reception that they will be served soon as the phone query is dealt with. PPG has informed about seeing some changes with the reception staff. Reception area is more organised and have changed the way in which we receive prescription request as many PPG member mentioned about lost requests. Kiran updated by informing the group with the regular meetings many changes has taken place in the reception area – there is a designated place for prescription request and letters for the Doctors.

6. Sum-up and all members agreed to the following action points

ACTION POINTS 13.03.2015

Action Point	Outcome	Date Completed
Add survey audit onto website and in the waiting area – to make all practice patients aware of online access availability	Varsha laminated the audit and put up in the waiting room notice board and onto the website. Under Patient Participation Group.	17.3.15
Friends and Family Survey add comments on the website and in the waiting area	Varsha laminated the comment sheets for the FFT and put up in the waiting room notice board. And onto practice website	17.03.2015 and is on-going
Add more online appointments for the late evenings	Varsha has amended the online appointments for late evenings. Added Availability for late appointments.	17.03.2015 and is on-going
As we received positive feedback through our patient survey we would encourage all patients to have Online access for appointments, repeat prescription and summary records.	Reception staff Continue to get consents from patients for online appointment and online prescriptions. Have added to registration pack.	13.03.2015 and is on-going
Telephone Triage	Added onto practice website under Appointments. Reception staff giving patients options on telephone consultation appointments	17.3.15 and is on-going