

Patient Participation Group (PPG) Meeting 14.11.2018

Staff Attended

GP Partners:	Dr Dennis Abadi (DA); Dr Steve Charkin (SC); Dr Saul Kaufman (SK) Dr Julia Miller (JM)
Management:	Sharon Ryan (SR) - Practice Manager Sabrina Mensah- Bonsu (SMB) - Reception Manager Farhana Akhtar (FA) - Admin Manager
<u>PPG Speaker:</u>	Joyce Green (JG) - PPG Chair

Agenda Item 1:	2018 NHSE Patient Survey Results – FA
Agenda Item 2:	Practice updates e.g. Primary care homes – SK
Agenda Item 3:	Practice Boundary – SK

SR introduced herself as the Practice Manager and welcomed all members of the PPG for taking their time out to attend the meeting.

SR discussed the importance of the PPG meetings – to improve patient and practice relations, the PPG aims and to know how the practice is doing from the view of our patients.

JG introduced herself as the PPG chair, and explained overall what the PPG does and aims to do further. The main objective of the PPG is to improve communications and services to patients;

JG and SR meet throughout the year to discuss how the practice is doing and what can be improved. Meetings are then held with the PPG.

Agenda Item 1: 2018 NHSE Patient Survey Results

FA introduces herself as the Practice Admin Manager and goes onto explaining the first agenda of the evening.

The GP Patient Survey is a survey sent out by NHS England once a year to random patients from the practice. Once the survey is completed and returned, NHS England provides practice-level data about the patient's experiences of the GP practice. The survey covers a range of topics such as;

- Making appointments
- Perceptions of care at appointments
- Patients health
- Overall experience

There was 395 surveys sent out and 83 were completed which these results are based on. FA went on to explaining the results and how well the practice did overall.

The 3 areas where patient experience was best for us, at the practice was 77% of respondents can usually see or speak to their preferred GP.

The surgery scored above local CCG and national average of 50%, this has been achieved through the extra services we offer our patient such as; phone consultations and duty doctor on call throughout the day to attend to urgent appointments or home visits.

The second area where the practice scored well was, 88% of respondents were satisfied with

the type of appointments they were offered and again we scored above the local average CCG of 60% as well as the national average of 74%.

FA explained that not only do patients have a choice to see or speak to the doctors they wish to, they also have a choice of booking on the day appointments to see a GP as well as advanced appointments. Emergency appointments are also offered by the GP's after a call back, if deemed necessary.

Finally 84% of respondents felt their experience of making an appointment was good, which we again exceeded the local CCG average of 66% as well as the national average of 69%. Overall looking at the results explained by FA, the practice scored higher than the CCG average in every question. In order to maintain good patient experience, FA also explained the partners and PM meet every quarter to review the surgery's appointment capacity.

Agenda Item 2: Practice Updates e.g. Primary care homes (PCH)

SK introduced himself and briefly explained what he will be discussing for the first agenda. SK discussed the practice updates regarding the primary care homes. The PCH has been around for about a year, the practice has been referring patients since April.

PCH was going to be used as blocks of around 50,000 patients with a view to services being commissioned; SK explained that he's unsure if this is happening however the practice and PM's are meeting with PCH on a monthly basis. Other practices included are;

- The Wellington Health Centre & Little Venice
- Maida Vale
- The Randolph surgery
- Lanark Third & Ground Floor

They come together to discuss how practices are dealing with their populations of diabetic, patients with borderline sugar, mentally unwell patients, frail, elderly and vulnerable patients. SK explained that GPs are now referring patients to other practices for services we do not offer such as ear syringing, ECG's etc. rather than referring patients to hospitals which is better for patients as care in the community, better for hospitals as this frees up resources, parking also cheaper for the NHS.

Agenda Item 3: Practice Boundary

SK informed members of the PPG that, the practice aims to decrease the practice boundary. This means that the catchment area will become smaller; however this will not affect existing patients. As the surgery has been increasing in size for the past few years, it's taken on 3 partners, a new HCA, more nursing hours, more reception and admin hours. Recently with the closure of a practice nearby, the surgery has increased more, so to protect the level of service we offer to patients we are keen to change the boundary.

SK explained that the process with changing the boundary means the practice will need to change its contract with NHS England, which will take some time. One of the recommendations from NHS England is to consult with PPG, SK explained once this has been approved all patients will be updated.

SR concluded the meeting by thanking all patients and members of the PPG for coming, and expressed that all suggestions and opinions to improve services to patients will be looked at and all members will be updated.