

# St Johns Wood Medical Practice

Dr S Charkin  
Dr D Abadi  
Dr J Miller  
Dr R Jones  
Dr J Pawa  
Westminster PCT (4QR39)  
Practice Code: E87609

Brampton House  
Hospital of St John & St Elizabeth  
60 Grove End Road  
London  
NW8 9NH  
Tel: 0844 477 8590  
Fax: 0844 477 8591

## **Patient Participation Group** **Minutes of Meeting on 28.02.2012**

### **Attended By:**

Joyce Green (JG); Sue Nicholson (SN); Laura Nymark (LN); Dr Julia Miller (JM) – part only; Miss Laura Silver (LS); Mrs Valerie Gaynor (VG); Miss Farida Hashem (FH); Miss Wendy Moor (WM); Mrs Nafeesa Vilcassim (NV); Mrs Louise Spencer-Hope (LS); Mrs Suzanne Burchell (SB)

### **Apologies From:**

Mrs Shirley Jones (SJ); Dr Malcolm Godfrey (MG); Mrs Judy Thomas (JT); Miss Sailaja Maganti (SM); Mr Michael Salmon (MS); Mrs Jill Salmon (JM)

Mr. Richard Selby (RS) came on the 29<sup>th</sup> February & apologized for having the wrong date.

### **Introductions:**

- JG opened the meeting by welcoming everyone and handing out copies of 'A Quick Guide to Health Care & Reform' & a brief overview of the Central London Healthcare Group.
- Minutes of the 13<sup>th</sup> December were approved.
- SN raised the issue of names of attendees appearing in the Practice Newsletter & Practice Website – all members agreed that there was no issue with this
- SN will write a report for Westminster PCT about the Practice group & one of the issues that the PCT are interested in are the age range of the group & ethnicity. When the members sign in there are columns for this information to be gathered, but members are not obliged to fill this in.

## **Review of Patient Complaints 2011:**

There were a total of 10 written complaints for the year and there was a brief discussion around how complaints are dealt with and a review of the complaints documented. The group felt that considering the patient population the number of complaints was not an issue.

LN emphasized how either she or SN are always happy to speak to patients if they have any issues. Agreed to put up a notice stating that if patients feel they need more privacy, they should ask the Practice staff.

## **Patient Questionnaire:**

In setting up the next questionnaire, the group would like to add a set of questions other than the standard ones – the standard ones which must be kept as they can then be bench marked against other practices in the country. JG & SN believe that Mr Stanley Broderick has an interest & possibly experience in setting questionnaires – JG will try to contact him before the next meeting. SB has agreed to help with the collating of the results. It is also likely that additional help from the PPG members would be required.

Discussion then centred around how to reach as much of the Practice population as possible. Suggestions were to give them out in the Practice; post to the housebound; use the website e.g survey monkey

## **Communication:**

- How can younger patients; mothers; working patients be more involved. Perhaps the use of a virtual group; evening meeting. Further discussion will be needed around this
- SB asked for a list of services that run from the Practice. The ones that the Practice runs are on the website & in the Practice leaflet. Other groups that use the Practice site are the Health Visitors; District Nurses; Cardiologists and Dermatologists, which is all part of more clinical services being placed in the Community rather than hospitals, if possible. Agreed to review what is on the website and in the surgery and see if this is prominent enough.
- SB raised the issue of other means of contacting the Practice e.g via Email. There are several issues here, administrative as in having the number of staff to deal with the amount of work it could generate, but the most problematic would be confidentiality, as Dr Miller pointed out, not being sure that the person emailing is who they say they are & also being unsure who would receive the Practice response. Discussion also centered around internet booking & publicizing this more. Dr Miller pointed out that we had to be careful about the number of appointments made available for this service due to the fact that they may not be used appropriately. For example they can only be used for routine appointments, not urgent ones. However one useful point for the GPs is that the patient can put why they are coming & if the GP feels that the patient has booked themselves in for the wrong clinician, the patient can be contacted & this can be altered
- 0844 telephone number – SN assured the members that when the Practice contract is due to expire in 5 years time the issue would be addressed. However since going to this number, the Practice has received fewer complaints about the phones than when they were in St Ann's Terrace. Also the Dept of Health did lead an enquiry into the use of these numbers in order to help Practices to get out of the contracts, but they were unable to prove that the calls cost anymore than a local call
- Group suggested holding an open evening; date to be discussed after the results of the patient questionnaire
- Suggestion made that the group could have their own newsletter in the Practice

- SB brought up the subject of being able to identify members of staff & have their names. Could the staff have names badges?

### **Actions and Next Steps:**

- The date of the next meeting will be Tuesday 24th April at 2:15pm.
- All members will be sent, ideally by email: Copies of the minutes; a proposed agenda for the next meeting.
- When the minutes are approved they will be published in the Practice newsletter and on the Practice website.
- JG to contact Mr Stanly Broderick
- SN to discuss name badges with the Partners & Practice staff.