

PPG Meeting 15.11.2017

Staff Attended: Dr Dennis Abadi (DA); Dr Steven Charkin (SC); Dr Saul Kaufman (SK) – GP Partners
Sharon Ryan (SR) – Practice Manager
Rilwan Kuku (RK) – Reception Manager
Sabrina Mensah-Bonsu (SMB) - Receptionist

PPG Speaker: Joyce Green (JG)- PPG Co-Chair

CCG Visitors: Monika Truszczynska (MT) & Clare Gallagher (CG)

Agenda Item 1: Record Sharing – Monika Truszczynska (MT) & Clare Gallagher (CG)

Agenda Item 2: St Johns Wood Medical Practice Patient Questionnaires & Feedback – Dr Saul Kaufman (SK)

Agenda Item 3: PPG Questionnaire & Feedback – Joyce Green (JG)

Agenda Item 4: CQC Feedback – Dr Dennis Abadi (DA)

Agenda Item 5: Practice Updates – Dr Dennis Abadi (DA)

SR introduced herself as the Practice Manager and then kicked off the evening by thanking all members of the PPG for taking their time out to come to the meeting. SR explained the importance of the group and the reasons as to why the meetings are held – to improve patient and practice relations, to gather information on what can be improved or slightly amended and most importantly to know how the practice is doing from the view of our patients and to get feedback from the group.

Agenda Item 1: Record Sharing

MT informed members of the PPG about what a medical record is;

A health record (sometimes referred to as medical record) that contains all the clinical information about the care you received. This is important so every healthcare professional involved at different stages of your care has access to your medical history, such as allergies, operations, letters or tests results.

Based on this information, healthcare professionals can make judgements about your care going forward.

MT explained that allowing record sharing will allow other clinicians in other practice to see your medical record so if for any reason you have to visit another GP or practice that practice will have more knowledge about the patient which will allow them to act accordingly.

MT added that as long as patients opt into record sharing then these are the benefits that they will receive – if patients aren't opted in then their medical record will only be at the practice.

CG informed members of the PPG what a patient Summary Care Record (SCR) is;

The SCR is an electronic record of important patient information, created from GP medical records. It can be seen and used by authorised staff in other areas of the health and care system involved in the patient's direct care.

CG also expressed that consent has to be given by the patient for this to happen. This allows other clinician / healthcare assistants to make a good judgement call. Further to this there is an enhanced summary record (which is also optional) that patient can opt into so other healthcare professional can see even more details.

Agenda Item 2: St Johns Wood Medical Practice Patient Questionnaires & Feedback – Dr Saul Kaufman

SK introduced himself and explained to the PPG that the GP's at SJWMP have been giving out patient questionnaires and was explaining the results and answers with the group – the questionnaire are based on the standard GPAQ format.

SK explained the difficulties that the practice goes through in terms of meeting some of our patient's expectations.

One reoccurring topic of expectation that has been brought up from previous years is the availability of appointments for specific GP's.

SK explained to the group that the ways in which SJWMP are working toward this is by having different types of appointment e.g. routine appointments that a released 12 or 4 days before, book on day appointments and normal appointments as well as an increase in GPs.

SK informed the PPG that one thing that need improving is the 'Do Not Attend' list and one way in which the practice is looking to improve this is by improving the texting service.

The practice has improved the texting service by adding features such as feedback after consultations, reminders of appointments & did not attend SMS messages.

Agreed – that the PPG will work with the practice to develop communications making people aware of the adverse impact of DNA.

Agenda Item 3: PPG Questionnaire & Feedback – Joyce Green

JG expressed, on behalf of PPG, that SJWMP is an excellent practice with great doctors.

The professionalism of all staff is extremely good and there has been a positive improvement in the last 12 months especially within the reception team.

JG also explained how happy the patients are about the ability to get a same day appointment – which is really good.

JG did mention a few areas from improvement which are as follows:

- Patient requesting their GP when they call up for a same day appointment
- Extended opening hours – especially Saturday morning
- Telephone system (this problem has been resolved)
- Layout of website, being more user friendly
- Online service being introduced to patients – 46% are aware of online but only 12% have online service

JG expressed that they would like to introduce new items such as:

- Patient news letter
- PPG meetings with the partners
- Agreed also to develop communications about the 3 hub surgeries in our locality that are open over the weekends so that people are aware of this service

Agenda Item 4: CQC Feedback – Dr Dennis Abadi

DA started his topic off by explaining who the CQC are and what it is that they do. DA then went on to review the 2014 report and how the practice has done since then.

In 2014 the overall report was good but there were a few things that needed to be amended such as:

- Record in the minutes of governance meetings evidence of discussion of and the communication of lessons learned from, significant events and complaints.
- Arrange for all staff to receive formal training in safeguarding of vulnerable adults and ensure the child protection training planned for administrative staff not currently trained is completed.
- Ensure the assurances provided to the local PHE/NHS England immunisations coordinator are adhered to and the policy for ensuring medicines were kept at the required temperatures is followed at all times.
- Monitor the updated automatic protocol for the management of patients who have been prescribed high risk medicines to ensure the records of reviews and action taken were fully completed.
- Review the practice's consent policy to ensure mental capacity was appropriately taken into account and take steps to raise staff awareness of how the policy applied to children aged under 16 who have the legal capacity to consent.
- Communicate the practice's chaperone policy more clearly to patients in clinical areas.
- Ensure in the staff appraisal process, learning and professional development needs were clearly linked to the appraisal review in all cases.
- Systematically review all practice policies and procedures, including the practice's business continuity plan, to ensure they remain up to date and relevant.

DA did explain all these improvements have been made / updated and corrected accurately and efficiently.

DA added that this time round – October 2017; the report again was good but room for improvement on minor things such as:

- Ensure a record is kept of serial numbers of batch numbers of prescriptions, to secure full monitoring of their use; and ensure prescriptions left in printers are appropriately secured
- Raise staff awareness of the practice's infection control policy
- Continue with efforts to improve uptake of childhood immunisations in relation to national targets
- Improve staff understanding of practice values and ensure consistency in the documentation of the mission statement
- Consider how best to ensure staff were aware of and understood updated practice policies

Agenda Item 5: Practice Updates – Dr Dennis Abadi

DA mention to the PPG how SJWMP is trying to go paperless – DA mentioned how the admin team are working through each patient's record adding their previous history to their medical record.

DA explained to reasons as to why the practice will not open on the weekend and explained that patients have the option of seeing 'Out of Hours' GPs which can be booked through SJWMP.

NOTE:

All questionnaires, CQC reports, PPG Summary will be available on the practice website:

<http://www.stjohnswood.nhs.uk/>