

Roseheath Surgery

Patient Participation Group

18th November 2019
Roseheath Surgery

Present:



PPG Chair	(SA)
PPG Member	(WK)
PPG member	(NM)
PPG Member	(AK)
PPG Member	(YV)
Group Comms	(BOM)
Practice Manager	(SQ)
Practice Representative	(CM)

Welcome and introductions	BOM introduced herself as the new communications officer for the practice. No apologies needed all members present.
Terms of reference review	BOM handed out new terms of reference for PPG members to read, sign and return to the practice at their earliest convenience.
Practice Update	<p>New starters</p> <p>SQ provided an update on all new staff at the practice.</p> <p>Nikki Scott – Administrator Gillian butler – Healthcare Assistant (Tuesdays) Katy Foulds – Practice Nurse (Tuesday & Wednesday) Dr Khan – GP (Monday & Tuesday) Dr Ali – GP (Wednesday AM) Dr Maassarani – GP (Friday AM) Dr Kenny – GP (Friday AM)</p> <p>SQ told the group which staff will be working on certain days of the week to inform patients of who exactly will be available on what day (see above). Dr Maassarani our practice partner is currently on leave for 3 months due to personal reasons; Dr Kenny will be covering him until he is back.</p> <p>AK asked SQ why it is the practice employs locum GP's. SQ explained the current situation with GP's as they often prefer to operate as 'locum' doctors rather than being employed by the one GP practice. SQ explained we have now employed Dr Khan & Dr Maassarani is now holding clinics at the practice on a permanent basis. Dr Ali is currently employed as a long term locum. AK explained he would like to see repetition in his patient care and which clinicians he is seen by. All other members confirmed it is possible for patients to request to be seen by a particular clinician which AK accepted.</p> <p>AK asked if we could add staff working days to our practice leaflet to keep patients informed which BOM agreed to action.</p>

CQC Visit

SQ explained we recently had a CQC visit (Care Quality Commission). We are awaiting a score which should arrive within the next week or so. The practice received good feedback on the day which was positive. SQ thanked the AK, WC & YF for coming along on the day to give their feedback to CQC.

SQ explained CQC left a box for patients to leave anonymous feedback via a written feedback form. The practice received 31 very positive comments out of 33 forms completed by patients.

2019 Flu Campaign

BOM provided an update on Flu campaign 2019/20 and how we are now offering all flu vaccinations to all eligible groups. Most of the group explained they had already received their flu vaccination.

SA explained she had been receiving calls and SMS messages to invite her in for the flu jab, which she has already had in practice. BOM apologised for this and explained there must have been an administration error with her flu coding within her medical notes. BOM ensured she would personally look into this matter to resolve the issue. SA suggested messages should read 'if you have already had your flu jab, please ignore this message'. BOM to action.

NHS app

BOM updated the group on a new online app called NHS app which allows patients to book appointments, order repeat prescriptions, view medical history and receive updates on blood results.

SA asked if NHS app replaces the patient access app. BOM explained patients can use both patient access and NHS app. Eventually we hope to replace patient access with NHS app as we think it is much more convenient and efficient to use. However, patients can use both online platforms.

My mHealth Patient Education Sessions

BOM updated the group on another online application which we are offering for free to patients. The app is for patients with long term conditions such as diabetes, COPD, asthma and heart disease. The app is a self-help tool for patients to keep track of their condition and to encourage self-management as well as providing tips, advice and exercise videos. BOM asked the group if anybody was interested in using the app. SQ took the names of patients interested. BOM to contact interested PPG members.

Patient Drop In Sessions

BOM explained the practice is now running coffee morning drop in

	<p>sessions for patients to come along and provide feedback on their experiences with the surgery. This is held on specific dates with BOM between 10am-1pm. The poster for this is displayed on the practice noticeboard.</p> <p>Patient feedback online surveys</p> <p>BOM explained the practice has now provided the opportunity for all patients to leave feedback through an online survey after each appointment. The survey allows patients to give feedback on their most recent experience with the surgery, which provides invaluable feedback on recent happenings.</p> <p>SA asked if it costs patients who use pay as you go phones when replying to text messages from the practice. BOM confirmed it does not cost for patients to respond to our messages.</p> <p>Actions: BOM to add working days of clinicians to practice leaflet BOM to look into flu campaign coding BOM to provide access to My mHealth app for interested PPG members</p>
AOB	<p>AK mentioned that sometimes the practice calls on 'no caller ID' which he does not like. BOM explained that staff should log in to our recorded phone system which shows patients the practice is calling. However, we do have phones which automatically call from 'no caller ID'. BOM ensured she will bring up in daily meeting. However, we cannot guarantee patients will not receive calls from 'No Caller ID' as sometimes we cannot avoid this.</p> <p>SA has kindly agreed to chair our PPG meetings. SA has now been appointed as the PPG chair and has agreed to attend CCG PPG chair meetings should she be available. SQ asked if anybody would like to volunteer to attend these meetings with SA. YF agreed to attend the next meeting on 13th Jan 2020 at The River Alt Resource Centre should nothing arise in her personal schedule.</p> <p>BOM reiterated she would like to re-establish the PPG as it hadn't been very well attended in the past. BOM asked how often the group would agree to meet. All members agreed a meeting every 2 months would be fine. The next meeting was agreed by all members.</p>
Next Meeting	20/01/2020