

PATIENT PARTICIPATION GROUP

HOLLAND PARK SURGERY

Tuesday 18th July 2017 7.00pm- 8.00pm

MINUTES OF MEETING

Present: FS, MM, RE, VP, JB, RP, RH, MM, SL, RK, PK.

Therese Laurent (Chairperson/Strategy Manager), Raj Sharma (Practice Manager), Claudia Leacock (Medical Secretary and minute taker).

8 apologies received.

In total 73 invitations letters were sent to PPG members, 10 participated at the meeting.

1. Welcome and introduction/purpose of meeting

Therese (TL) welcomed all the participants, did the introduction of the Holland Park Staff present and reminded the purpose of the meeting, to obtain the views of patients about the services delivered by the practice and enable the practice to obtain feedback from patients about those services. Also for patients to share ideas and suggestions and to aim for the patients to run the group with the Practice support.

2. Update on actions from last meeting

All members received the minutes of the last meeting with actions, and we are pleased to say that most of the actions were achieved.

- Pictures of doctors on the website
- Better information on website – all updated
- Staff structure on the website
- Patient survey on the website
- CQC report on the website
- A participant pointed out that while looking on the website, they had difficulty in finding the patient survey. Raj explained that the survey had now been moved to the Practice News heading.

- A patient explained that she would like to access news about the practice through the heading called "Practice" on the website. Raj gave the Holland Park website address to the patients (www.hollandparksurgery.org.uk)
- A Participant asked for update regarding possible additional services provided from Holland Park Surgery such as physiotherapy, dentist... Raj explained that we would like to have more community services moved to the surgery, but at the moment we have no spare rooms during the day as all rooms are occupied for the various Practice's appointments. We are currently exploring the possibility of offering the use of rooms on Saturday. We have a Psychologist who uses the surgery in the evenings to see patients. Raj stated that the Landlord (RBKC) may impose limitations in regard to the extra services we could provide.
- A participant stated that she was very happy indeed with the My Care My Way Team, who have helped her enormously.
- We have now set up a private room where patients can be seen for test results. It can also be used as a dark room for eye tests.
- Coded test results – Not yet in place. Raj explained that copies of normal test results could be given to patients, but abnormal results would have to be reviewed by a doctor first.
- Practice Leaflet is ready but has not yet been printed. We still had not received confirmation of the new boundaries from NHS England. At the request of the participants, it was agreed that the patients leaflet will be printed and available at reception and on the website in the next few weeks.
- Appointments: There are now routine advance appointments on the system. There might be a shortage when GPs are on holiday or on training, but in principle it is working. Recent changes were made to have more routine appointments available and less on the day appointments. There are also 48 hr appointments in place for patients not in immediate need. GPs have taken on board the new model in place.
- A Suggestion Box is now in place in reception.
- Two Noticeboards have been purchased, one to display PPG information and one for Practice's information. We are just waiting for the handyman to put them up on the wall.
- Urgent Care Posters – St Charles Hospital, a participant pointed out that although the poster had been put on display, it could no longer be found. We agreed to put a new one on display and to give to the reception in case requested by a patient. A more detailed poster will be prepared.

- GPs – Call back: Feedback was given to the GPs on specifying a time to patients when they are calling back. This is still on-going, but they will try.
- Email address of GPs: GPs cannot give patients their personal email addresses, but patients can send any queries to the Holland Park Surgery email (hollandparksurgery@nhs.net). Raj to check that this is on the website.
- Chair Exercises – Open Age to be held at the practice: no further update. A participant said that so far it is done at the Library.
- As per the request to alternate the time of the PPG meetings, this meeting is held at 7.00pm. However, it was noted that the present participants could all have attended during the day instead of the evening due to the age group and occupation of the actual participants. Therese explained that many patients asked to be members of the PPG and invitations were sent to more than 70 people.

3. Staff update/trainees/website/extended hours/hubs/infection control inspection/ training opportunities for the staff in the practice

Therese and Raj gave current information and update about the Practice.

- Staff: We have a stable reception team led by Leah.

Dr Ricardo Gabriel will be leaving at the end of July. A new GP has been recruited. We have 3 GP trainees
- Extended hours: The Practice provides extended hours - opening as follow

Monday 07.30am – 20.00pm/ Tuesday 07.00am – 18.30pm/ Most Wednesdays 8.00am until 20.00pm. The majority of our GPs provide extended hours clinics.
- Infection Control – Recently the Practice had an Infection Control inspection and we are pleased to say we achieved 99%. The Nurse Practitioner Janet was instrumental in achieving such a high score.
- The staff in the Practice are participating in a lot of trainings funded by the CCG. At the moment we are taking part in “Productive General Practice” to see how more effective we can be, and how to Improve the surgery. There are 5 staff members involved supported by a trainer. We are looking at effective processes and better management of frequent attenders.
- The Health Care Assistant and Nurses go on different courses, which include training for Out of Hospital Services (OOHS) which demands a lot more

knowledge: e.g. diabetes, anticoagulation, ECG, Mental health and Spirometry as they need to have certificate to be able to provide these services.

4. Internet and Online Access

Since our last meeting, some patients have now registered for online access for the Practice. Patients can request repeat prescriptions and take appointment on line. Raj then explained about the Electronic Prescription Service. The CCG is encouraging patients to register for online access.

A participant stated that she found the Practice's website not so simple and with double clicks needed to access information which was a little unfriendly. She said she would send Raj an email to explain further. It was agreed that the Practice will look at the website again and discuss ways to make it more users friendly.

It was also asked to put clear information about the Translation Service available to patients for appointments.

One participant said that she would like her blood results emailed and Patients would be happy to sign a consent form.

5. Election of a chairperson for the PPG/ constitution and terms of reference.

Therese explained to the PPG's members that the PPG meeting should be chaired by one of the members and members would also be involved in the implementation of suggestions and improvement with our support. This had also been explained by Odetta from Health watch at the last PPG meeting.

Therese suggested that the members elect a chairperson, but the practice would continue to be actively involved.

Most participants said that they do not know each other enough to elect a chair person and did not wish to do so. The majority of the participants presents suggested that Therese continues to chair the meeting as they said to be pleased with the way she conducted the past meetings and this present meeting. All the members were happy with this. Therese had printed copies of a suggested constitution and terms of reference for the PPG as advised by Health watch. Each participant received a copy of each document to look at. She explained that no decision needed to be taken today, and the members could think about it for the next meeting. There could also be a joint chairman with Therese.

There was a discussion amongst members about the confidentiality - re: sharing of information amongst the PPG members. Therese explained about confidentiality. It would be

up to the members to decide if they wanted to share their contact details amongst themselves.

One suggestion was that on the confidentiality form signed at the beginning of the meeting, a box could be added asking members (YES or NO) if they wanted their details shared with each other.

6. Virtual PPG and Facebook Page.

Therese explained that she attended a presentation by Health Watch about creating virtual PPG and Facebook page. Health watch is encouraging the surgeries to take this up and Odetta can provide support.

The participants discussed the ideas and were not in favour of a virtual PPG as some members do not have access to internet. However some participants were in favour of having a Facebook page either for the Practice or for the PPG as they could exchange information and reach a bigger number of patients.

Raj talked about creating a Facebook page and agreed to look at it. He stated that there were still some security specifications to sort out.

A participant stated that it was important for GPs to be able to reach patients – e.g.email or phone.

7. Any other business

- Mrs S. asked how many GPs and how many patients we have at the surgery.

Therese informed her that we have 11 GPs (including Registrars) and about 8,500 patients. Some GPs are part time and some full time. We also have a Duty Doctor every day which also include making home visits.

All the information is in the Practice Leaflet which will shortly be printed.

- Mrs B mentioned the problem with communicating with reception and having to say why she needed to see a GP, which she found uncomfortable.

Raj explained this was done for triage purposes but patients could refuse to say why they wanted to see the GP. Raj stated that if she did not wish to disclose her problem, she didn't have to. An example was given when some patients are taking appointments to order repeat prescriptions and this is not needed. The receptionists asking the question will eliminate the problem. Mrs B said that she was very happy with the Electronic Prescription Service.

- There was also a discussion about new registration and how the process could be made easier.

Therese mentioned that Health Watch asked to give the information about the PPG National Network and PPG members are free to join.

- Therese mentioned that a few of the surgery staff are taking part in Race for Life for cancer research on Sunday 24 July 2017.
- Out of Hours: Participants asked about the out of hours hubs. Therese informed that Violet Melchett and St Charles Hub have late evening and weekend appointments.
- A patient stated that it would be useful if surgeries could provide a telephone service over the weekend.

Raj said that this a a project amongst a group of neighbouring practices and it might happen in the near future. The aim would to be a manned GP response telephone service from 8am-8pm week days and over the weekend. This is still a project.

Therese stated that the St Charles Hub and Violet Melchett are very much underutilised, and there are appointments available at the weekend. All details are on the website.

A patient added that he was not terribly mobile, and there was no access to patient notes. Raj explained that the hubs are using the same clinical system, system One and could have access to the patients records. Raj added that most practices in Kensington and Chelsea, Westminster, Hammersmith and Fulham are all on system one, but not the hospitals. There is no system for patient to access their blood results.

The meeting ended at 8.00pm.

Next meeting in 3 months during day time.

