

**Patient Participation Group (PPG)
Hilly Fields and Brockley Medical Centres**

**Tuesday, 15 October 2019
12:00 to 13:30, Hilly Fields Medical Centre**

Attendees

Patients:

John Keidan – Chair Alison Stone – notes

Monica Applewhaite

Symon Knightswood

Tooley Wanogho

Annette Jeanes

Robert Ridyard

Steph Betton

Practice staff:

Jacqueline Henty

Colin Stears (joined the meeting at 12:45)

Dr Olayinka Oduwaiye (joined the meeting at 12:50)

1. Welcome and Introductions

The Chair welcomed attendees, who introduced themselves.

2. Apologies

Apologies were received from Fiona Burke and Stephen Locke.

3. **Matters arising from the April and July 2019 meetings**

■ **Privacy at Reception in Hilly Fields**

- Jacqui gave an update: the chairs have been turned around to face away from the reception desk. However, the Pharmacy is not happy about the chairs now facing towards them.
- Two privacy screens have been ordered (due within the next seven days). One is for the pharmacy area and one for the reception desk area.
- The enquiry desk will now be manned all of the time, as well as the main desk. This desk is lower than the main desk and intended to be helpful to those in wheelchairs.
- There will be a screen divider in the office, to help those answering the telephones.
- The check-in screen, for people to log in themselves, will be moved to the doorway.
- There will be a proper walkway, with footprints to guide patients where to go. The Pharmacy will open the connecting door, so that people can walk straight into the Pharmacy from the Practice.

■ **Availability of Cognitive Behavioural Therapy (CBT) at Medical Centre**

- This was deferred until Colin's arrival.

■ **Telephone triage**

- Jacqui reported that the triaging system is going well, and the doctors are seeing more patients. The GPs are able to give self-management advice to patients.
- Receptionists now have triage packs that they use to assist patients on the telephone.
- Patients can triage themselves via the Ask App. The App is now linked to the appointment system. More Ask App telephone consultations are being released.
- Queues outside of the practice have been reduced.
- The appointment system is a problem – there are simply not enough appointments.
- What is the patient to GP ratio for the practice? Is there a target for comparison? This question was deferred until Colin's arrival. Upon arrival, Colin advised that there are no formal requirements, but recognised good practice is 1 GP to 1,800 to 2,200 patients. However, this ratio is due to be revised with nurse practitioners and pharmacists in mind.

4. Progress in merger of Hillyfields and Brockley Road Medical Centres

There has been a petition, signed by 700 patients, to keep Brockley Road Surgery open. Colin advised that this is not an option, due to the expiry of the current lease. The building is no longer fit for purpose so a long lease would not be viable. Also, the District Valuer has not agreed the rent, so the GPs have been paying out of their pockets for the last few years.

A website/email address was set up for feedback and will be responded to as a whole. The final business plan will be explained at the CCG Committee on Friday, 25 October whose approval is needed.

Patients from Brockley Road will be able to register with Honor Oak, which is part of the new practice group if they wish.

The closing of the site is possibly the end of February 2020. Over the past year, the landlord has been looking at selling to a housing developer. It will take four to five weeks to strip out the building.

The PPG agreed that they are comfortable with the decision.

5. Results of annual GP survey

Jacqui updated the PPG on the GP survey that is sent out from January to March. It was sent to:

- 459 patients at Brockley Road (121 responses received – 26%)
- 416 at Hilly Field (122 responses received – 29%).

Jacqui felt that both sets of scores were disappointing.

■ Brockley Road

Best patient experience:

- The healthcare professional (HCP) recognised or understood mental health needs
- Confidence & trust in the HCP during the appointment
- Receptionists helpful.

■ Worst patient experience:

- Getting through by telephone
- Making an appointment
- General practice appointment times available.

The Practice has done follow-up work, to try and improve the results. Following this and resurveying, the results at Brockley Road were:

■ Worst patient experience:

- Getting through by telephone – improved from 39% to 64%
- Making an appointment – improved from 49% to 75%
- General practice appointment times available – improved from 50% to 76%.

Hilly Fields Road

■ Best patient experience:

- Enough support from local services or organisations to help manage their long-term condition
- Taking the appointment offered
- Receptionists helpful.

■ Worst patient experience:

- Getting through by telephone
- General practice appointment times available
- Choice of appointment when they last tried to make a GP appointment.

Hilly Fields has received 40 complaints for one year. Brockley Road has received 5 or 6. The PPG felt that the complaint rate was not huge and that it did *not* reflect badly on the practices. The important issue is to learn from the complaints that are received which the PPG believed was what the PPG did do. The PPG felt that things are improving and was very supportive of Jacqui's efforts.

The PPG asked if there was a survey for the Practice staff – to ascertain happiness / challenges / well-being? This would be useful for the PPG, as well as the staff.

Colin reported that much work has been done over recent years to improve morale amongst staff.

It was noted that surveys done in the midst of major changes are often not helpful either in

6. Out of hours phone messages

This item had been placed on the agenda in response to the Easter Saturday telephone answerphone message, when the message had been to call 111 rather than SELDOC. Now, however, SELDOC no longer provides an out of hours service to the Practice and the message to call 111 is now, therefore, the correct message for callers to receive.

However, on Tuesday, 3 December, when all the practices will be closed, the answerphone message will refer to SELDOC. This will be as a one-off.

7. Updates

- Website

Healthwatch has reviewed each website in Lewisham. There were some concerns raised about the information available on the websites within the Partnership, with information not up to date and not meeting the Disabilities Act requirements.

The new web design should be ready in early November.

Symon had some comments on the current website and asked, in view of lack of time, to whom should comments be addressed. Colin felt it would be best to wait until new website is launched and then provide feedback, if the concerns still stand.

- Recruitment of female doctors to the practices

Jacqui advised they have taken on a locum GP, who is doing 8 sessions a week. This is Dr Taj Singhrao. It is hoped that Dr Singhrao will stay longer-term. Another GP was interviewed but decided not to take the job. Dr Harding has moved into psychiatry. The Practice is therefore still looking for female doctors.

From 01 November, all GPs will be Partners of the new structure. This could help with future arrangements in so far as GPs will be able more easily to work across what are currently separate practices.

Most GPs work three days per week; it is most cost effective for the GPs to work six sessions.

It is always possible to buy in a locum for a session. This is costly, however, at £300 to £400 per session. Funds are tight, though if it was a crisis situation, this would be done. With the merger, the funds will go further, but will still not be sufficient to meet all the practices' funding objectives.

It is not possible to have a creche onsite, due to OFSTED rules.

8. Proposed PPG Meeting dates for 2020

The meetings will be on Tuesdays, from 12:00 to 13:30 at the Hilly Fields practice, on the following dates:

- 14 January
- 21 April
- 07 July
- 06 October.

8. Any Other Business

Meeting refreshments

Tea, biscuits and juice was requested for the next meeting.

Primary Care Networks

PCN (Primary Care Networks) were explained. These are a requirement for practices to work together. TLCP is ahead of the game as it has been working together for two years now and is currently working towards a formal PCN Contract.

The PPG will be working towards a patient engagement mechanism.