

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

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

Attendees

Patients:

John Keidan – Chair
Alison Stone – notes
Monica Applewhaite
Symon Knightswood
Richard Sutton
Tooley Wanogho

Practice staff:

Fiona Burke
Jacqueline Henty
Dr Oduwaiye (joined the meeting at 12:45)
Diane Panter
Colin Stears (joined the meeting at 12:50)

1.	<p>Welcome and Introductions</p> <p>The Chair welcomed attendees, who introduced themselves. The Practice had kindly provided a light lunch, which was appreciated by attendees.</p> <p>Jacqui introduced Fiona, who started last week and will be assisting Jacqui.</p>
2.	<p>Apologies</p> <p>Apologies were received from Stephen Locke and Doreen Sutton. Colin Stears had sent apologies that he would be joining the meeting late.</p>
3.	<p>Matters arising from the 02 October & 04 October 2018 meetings</p> <p>The matters arising were:</p> <p>2 October meeting</p> <ul style="list-style-type: none">▪ John will write to Ron Pod to express the PPG's thanks for his contributions.<ul style="list-style-type: none">– John has done this.▪ Jacqui will liaise with Mark (IT) to get the website updated.<ul style="list-style-type: none">– Jacqui advised this is a work in progress.▪ Colin & Jacqui will bring a plan back to the PPG, with parameters for the new version of the website. There will then be opportunity for patients to be involved.<ul style="list-style-type: none">– Jacqui advised this is still on-going and she does not think anything further will happen until contracts are merged in April.▪ Colin will investigate sending texts to patients who DNA and will feedback to the PPG.<ul style="list-style-type: none">– Colin was not in attendance at this time, to give an update on this.▪ PPG to consider helping with the flu clinics (Jacqui will circulate information direct).<ul style="list-style-type: none">– Jacqui circulated information and some PPG members were able to help with the clinics.

- Jacqui will take the suggestion of online flu booking to the Practice team, for consideration next year.
 - Jacqui advised online bookings cannot be taken for the flu vaccine. This is because patients may need other jabs as well as the flu jab, or they might book themselves in and they may not be eligible for the flu jab.
- Jacqui will advise if the meeting room is available for the proposed 2019 meeting dates.
 - Jacqui confirmed that the meeting room is booked for all 2019 meetings.

4 October meeting

- Louise & John will ensure that the new member, Diane, receives information about PPG meeting dates for 2019.
 - Jacqui to check that Diane has the meeting dates.
- Colin will investigate the inconsistency of text reminders for GP & nurse appointments.
 - Colin was not in attendance at this time, to give an update.
- Colin & Louise will speak with Jacqui, the Practice Manager, about the issue of potentially vulnerable patients waiting outside.
 - Jacqui fed back that the Practice is trying to solve this problem (which does not exist at Brockley Road, where there are no duty doctors for patients to see). It is not possible to employ staff to open the door sooner. A triage system, in operation for the first hour, has been proposed. The triage system will be trialled from February. On average there are 2,000 telephone calls per day, and it is hoped that the triage system will reduce this.
 - Tooley asked how many appointments are booked online. Jacqui advised that the Practice is required to put 75% of appointments on line, which it does.
 - The Practice has been told it has overused the GP Extended Access (which operates out of Lewisham Hospital) and should have employed a locum. NB – however, the service is still available for Practices' patients to use.

Actions:

- **John will add the appointment triage system to the 30 April Meeting Agenda.**
- **Symon will create a notice for the surgery boards, to encourage patients who are interested, but cannot attend in the evenings, to let the PPG know that they are interested in their work and suggest days/times that work for them.**
- **John to add feedback on the website to the next meeting agenda and Jacqui to provide an update on this.**

4.

Updates

- **Website**
Deferred to the next meeting
- **Super Practice - outcomes of Meeting with NHS England**
Deferred to the next meeting
- **Super PPG Update**
Deferred to the next meeting

5.

Friends and Family feedback

Jacqui introduced this item. The NHS Friends and Family Test is a tool for those who use the service, to provide feedback on their experience and identify what could be improved and how. The CCG has asked the Practice to do a targeted piece of work with the PPG.

The data is broken down by month. Recommendation rates for the service are consistently high – between 82% & 90% across both sites. However, it's important to look at those who would not recommend the service and assess why.

The main reasons for dissatisfaction across both Hilly Fields and Brockley Road are:

- Difficulty getting appointments
- GP / nurse running late
- Unhappiness with a specific GP.

Jacqui reports all the comments, positive and negative to the Clinical Teams where they are discussed. All comments made in respect of individual clinicians are conveyed to them.

- All responses in recent months have been by text, in response to text messaging from the Practices after an appointment. The paper cards are still available at each Practice, but no one is using them.

Questions/Suggestions from the PPG:

- With regard to why part of some of people's comments have dropped off - there is a limitation on the space to comment within the tool. A suggestion was made that it would be helpful to have a note on the website, in the appropriate section, to say this is a national system which gives patients limited space to record comments and warns them that comments beyond the set length will not be recorded.
- When doctors/nurses are running behind, could patients be informed of this when they arrive? Jacqui explained that there are whiteboards which give details about the delays. It isn't practical for the receptionist to be constantly monitoring all the doctors and updating patients. Could the whiteboard be put somewhere else or have a flipchart instead? At Brockley Road the white board is visible, even if you book in electronically. At Hilly Fields, its siting can make it look as though it is for the staff rather than the patients.
- Dr Oduwaiye gave some reasons for why appointments run late, including time for some frail patients to get to the consulting room, patients needing more time in the consultation, GPs needing teaching time.
- There was a discussion about the needs and expectations of patients with regard to waiting time when appointments overrun. It was suggested that it is helpful for patients to have more understanding of the needs of the Practice and the importance of their health – it should not be arduous to wait. On the flip side of that, it is also difficult for some patients to endure very lengthy waits, due to other responsibilities (e.g. collecting children from school); because they are unwell and vulnerable, waiting times can make patients feel anxious and stressed.
- Comments made are usually anonymous.

Actions:

- **Colin and Jacqui will take PPG feedback about the Friends and Family Test to the Managers' meeting for further discussion.**

	<ul style="list-style-type: none"> - Jacqui will check whether information about the Friends and Family Test is on the website; and include a note to warn people that comments over a certain length will not be recorded in full. - Colin and Jacqui to try and develop the Friends and Family Test summary recording data, so that it is easier to review.
6.	<p>GDPR, PPG & patient notes</p> <p>This item was not discussed – it was Symon’s item, but he advised no longer needed.</p>
7.	<p>Cognitive Behavioural Therapy (CBT) - e.g. sleep behaviour</p> <p>Symon gave this as an example of where patients can be guided to address health issues, to help alleviate pressure on the GPs. Colin advised that, for three or four years, patients have been able to self-refer to South London & Maudsley NHS Trust (SLAM) for CBT. Symon was wondering about the possibility of having sessions at our Practices. Colin advised that there are sessions at St Johns, which are commissioned from SLAM.</p> <p>Dr Oduwaiye said that it would be a good thing, as would take the pressure off GPs. Needs the CCG to help with funding.</p> <p>Symon asked if practice facilities could be used for therapy sessions, e.g. for unemployed people sessions.</p> <p>It seems that Saturdays might be possible for this, as there is much less pressure on rooms, unlike week days; practices should be approached directly.</p> <p>Actions:</p> <ul style="list-style-type: none"> - Colin advised that he will see if Cognitive Behavioural Therapy can be included in development plans.
8.	<p>Complementary practice services</p> <p>This is the same area as Item 7 and further discussion was not needed.</p>
9.	<p>Patient involvement in clinical trials - independent & elsewhere</p> <p>Symon advised that there are many clinical trials and asked to what extent can patients be encouraged to take part.</p> <p>Dr Oduwaiye said that, in his own experience, patients receive information from the hospital about taking part in clinical trials. If patients are unhappy with this, they have the option to discuss with their GP.” Colin indicated that, by and large, it is not practical for the Practice to facilitate clinical trials, due to pressures of time/resources.</p> <p>Colin invited Symon to bring any specific examples to a future PPG meeting to see if the Practices could take them forward.</p>
10.	<p>Any Other Business</p> <p>Imbalance between male & female doctors</p> <p>Richard asked for an update on this – there are not enough female doctors at Hilly Fields and not</p>

	<p>enough male doctors at St Johns.</p> <p>Colin explained that at least two female doctors are needed in one practice, as if there is only one, they will be in too much demand. It is difficult to engage and keep doctors.</p> <p>Symon asked when it will be possible, under the Super Practice, for patients to choose to see doctors at other practices. Colin advised this has been pushed back – most likely to the end of the financial year 2021. Clinic capacity and workflows need to be managed. Specialist clinics will be the initial focus for patients moving to different practices.</p> <p>Tooley asked if Brexit is affecting retention/recruitment of GPs. Colin advised this is not the case at the moment - Brexit is more likely to affect drug supplies, etc.</p> <p>Actions:</p> <ul style="list-style-type: none">- Colin will give an update, on the recruitment of female documents, at the next PPG meeting.
11.	<p>Dates of next meetings</p> <p>Meetings for the remainder of 2019 are:</p> <ul style="list-style-type: none">- Tuesday, 30 April- Tuesday, 09 July- Tuesday, 08 October.