**Patient Participation Group meeting**

Date held - **Tuesday, 13 November 2018**

**Surgery Staff Present Patient Participation Group Members**

**Shelley - Practice manager RH, ET, JR, SP, BG, MG-A, MB, JB, TB, MS**

**Lisa - Operations Manager**

**Lynne - Admin Manager**

**Laura - Nurse Practitioner Apologies**

**AGENDA**

**Welcome to all members - Introduction and apologies**

**The Purpose of a PPG –** Scheme initiated in 2013 as a voice for patients, a sounding board and to liaise between practice and patients, to provide feedback and suggest improvements for surgery

**Complaints last quarter - overview -**

**Complaints and feedback as previously discussed in PPG meeting 25 September 2018 (Q1&2)**

Belvedere Medical Centre has received 4 complaints since April 2018

Due to confidentiality issues complaints could not be discussed in detail

1 was a communication misunderstanding,

1 was regarding repeat prescribing process

And 2 were concerning perceived staff attitude

All complaints were dealt with and resolved to the satisfaction of the patient/guardian without going further.

**The complaints process** is that at the time a complaint is made, they can either speak to Practice Manager immediately or via a complaint form at reception.

An appointment can then be made for the patient to discuss the issue in further detail either in person or by telephone

The complaint is discussed with the clinician or reception staff members concerned to highlight the concerns and to ensure where this does not occur again. Staff training for Customer services and conflict resolution has recently taken place.

A follow up letter or phone call will be made with the complainant to ensure they are happy with the outcome

Complaints can be taken further via CCG or NHS England

**No further complaints have been received since September**

There had been an issue where a patient wanted to raise a complaint/issue – the patient details were taken on a piece of paper and promised a response would be made but no response was received by patient. **This has been taken on board by the practice who will try to ensure this does not occur again**

**Flu vaccination update -**

Text messages have been sent to patient over 65 year old and those patients who are at risk due to medical conditions.

Walk-in clinics have been set up and are continuing for both Belvedere and Cairngall surgeries. Clinicians are also offering and administering opportunistically. District Nurses have been supplied with a list of housebound patients and are working their way through.

There was a shortage of the vaccinations for over 65 year old we have received some supplies and are awaiting our next delivery on Thursday

There has been a nationwide shortage of vaccinations for over 65 year olds – the alternate influenza vaccination injection can be given if we have no further stocks and don’t know when further supplies will be received but the patient must be advised of the change in vaccination, both vaccinations will provide cover.

We are unable to campaign for patients who have not yet received their vaccination as we are unsure of supplies of vaccinations being received due to shortage

**Cairngall update - including numbers of additional patients and how the surgery is coping with increasing numbers of patients -**

As today Belvedere Medical Centre has 12864 patients which is a net increase of 1934 since April 2018 this increase is not solely from patients transferring from Cairngall.

57% of Cairngall patients who are transferring out are coming to Belvedere Medical Centre with 43% registering elsewhere

Cairngall are still operating and seeing patients (Practice Nurse Clinics have been transferred to Belvedere) Patients are being advised of closure date (end of March 2019) and Cairngall have a supply of application forms for 5 local practices should patients wish to apply with them.

Belvedere has the capacity to accommodate an increase of list size by up to 7500 Patients.

Belvedere has clinicians and mechanisms in place e.g. eConsult, increased phone lines etc. to accommodate such an increase in list size

There may be some issues for 4 months as Belvedere reception staff are likely to have to cover at Cairngall due to staff leaving at Cairngall

We would like to run a Saturday open morning at Belvedere on Saturday 24 November 2018 9.0 – 1.0 to facilitate Cairngall patients wanting to join Belvedere Medical Centre.

Belvedere staff are all working extremely hard to meet demand including new staff members (Physicians Associates, Paramedics, Practice Nurses) All clinical rooms are being utilised.

When a new patient joins the practice we have to ensure all medication are being put on and get to know them

Telephone calls have increased exponentially. We have had a further 17 lines installed. There is still and issue where calls are being cut off after 10 minutes. The practice could look at amending the phone answer message

**Waiting times at reception -**

There have been occasions where due to numbers of patients waiting for Flu walk-in at the reception desk they have not been able to check in for a pre-booked appointment. **The practice have taken this on board and will try to bring more staff to reception when reception is busy.**

There is the possibility to use the receptions terminal at the window purely for checking in for pre-booked appointments. There is an automated check-in system which the practice will look at

**Appointments and e-consult -**

Appointments are being monitored closely and appointments are available for the following week if not this week

eConsult is for urgent on the day appointments and administrative problems or requests.

If a patient feels they need to be seen the same day but is unable to complete an eConsult their name can be taken and the patient will be contacted to discuss

eConsult is being very well received, feedback is sent to the practice weekly and the consensus if that it is a very good service which can assist the patients without the need to physically come to the surgery.

A patient does not have to registered for any on-line services to submit an eConsult

Appointments can also be offered at the GP Hub either at Erith & District Hospital or at Queen Mary’s Hospital

There are issues surrounding the need for public education where patients need to understand that they don’t always need to be seen by a doctor and a lot of cases patients could be seen and dealt with by another clinician, Nurse, Physicians Associate or by a Pharmacist at the chemist

Clinic letters from hospital are all read and any new diagnosis is entered onto the patients’ medical records, if there is any change to patient’s medication this will be implemented, if any investigations have been requested by the Hospital Consultant to be repeated this will be implemented

**Repeat prescriptions -**

There have been occasions where a patient has several items on their repeat prescription but has only requested one item. There have been occasions where ALL items have been dispensed this has occurred when requesting at the practice and at the pharmacist – **this will be raised with the practice staff and clinicians**

To order repeat prescriptions on-line a patient has to apply for this service.

**Lesnes Abbey –** have received funding and provide opportunities for volunteering. These volunteer opportunities can be tailored for people with physical difficulties. There are also group activities and clubs including Pilates, Gong-Baths etc.

**Visit their website** [**https://visitlesnes.co.uk/**](https://visitlesnes.co.uk/) **for further information**

**Date of next meeting**

**Tuesday 22 January 2019 at 12:30**