**Patient Participation Group meeting**

Date held - **Tuesday, 22 January 2019**

**Surgery Staff Present Patient Participation Group Members**

**Shelley - Practice manager A/Leave JB, SP, RH, JR, ET**

**Lisa - Operations Manager**

**Lynne - Admin Manager Apologies**

**AGENDA**

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

**Chair person may be relegating her duties as hoping to move house –** are there any volunteers? **JB has volunteered to become new chair of PPG**

**Complaints last quarter (Q3 October – December)**

**Complaints and feedback**

Belvedere Medical Centre has received 15 complaints between October 2018 and December 2018

Due to confidentiality issues complaints could not be discussed in detail

1 was regarding appointments

1 was regarding appointment availability/length

1 was regarding a communication misunderstanding,

2 were regarding waiting time for appointment

2 were regarding prescription issues

And 3 were concerning perceived staff attitude

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

**No further complaints have been received since December 2018**

**One PPG member feels this list above does not reflect all complaints received.**

**Appointment availability** The PPG feel the service has dropped considerably since the cessation of walk-in as next available appointment offered is not until next week Tuesdays.

Explained that by asking a patient to submit an eConsult their issue(s) will be assessed by a clinician and if deemed to clinically necessary that the patient be seen that day or next day an appointment will be offered. If patients are unable to complete an eConsult due to having no internet, being frail etc. the patient can give contact details to reception who will ask the clinicians dealing with eConsult to call patient to discuss their issue(s) The clinician will then arrange an appointment that day or the following if clinically necessary.

Appointments can also be made by reception for GP Hub for appointments when the surgery is closed. Appointments offered at the GP Hub are between 18:30 – 20:00 Monday – Friday and 08:00 – 20:00 at weekends

**New App – My GP**

MyGP App can enable you to book appointment and request repeat medications it is just another way patients can access these areas

*NHS England has commissioned an app, myGP, to help speed up access to care by allowing patients to securely book and/or cancel doctors' appointments remotely on their smartphones. The myGP app was developed by London based health tech company iPlato and has been launched for GP practices*

**Cairngall update -**

As today Belvedere Medical Centre has 14214 patients which is a net increase of 1023in November and December 2018

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) by text and letters sent by CCG. Posters are displayed at Cairngall and on their website. Cairngall have a supply of application forms for 5 local practices should patients wish to apply with them.

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.

Phone lines have been increased with staff members solely answering the phone lines away from reception area.

The practice are trying to increase patient on-line use for booking appointments and requesting prescriptions

PPG asked if the window reception desk could be utilised for just patient checking in for booked appointments with the other 2 front reception desks to be used for queries and requests including requesting an appointment **the practice will trial this**

**Physicians associate role**

**Introducing Physician Associates**

You may have come across the term **Physician Associates** or PAs but may not be entirely sure *what* they can do - especially in general practice. Would it surprise you to learn that they are clinical graduates trained in the medical model to consult, examine, understand the patient’s problems and plan care?

They work to **complement** GPs and the practice team. They are **dependent practitioners** who remain under the supervision of a named GP, to add **extra capacity and flexibility**. Like all clinicians, they are committed to on-going learning and development.

PAs have in fact been around for over 50 years in America. The role is widely established in Canada, Germany, the Netherlands, Ghana, India, and more recently in Afghanistan, Australia, New Zealand. There is strong evidence for the cost effectiveness of PAs working in general practice.

But as with any new role, it’s no surprise to see media headlines such as ‘GPs on the cheap’ or ‘Unlicensed doctors to ease NHS workload.’ For anyone without sufficient understanding or the facts, these can be misleading and unnerving.

There is strong evidence for the cost effectiveness of PAs working in general practice, including the UK.

visit [www.fparcp.co.uk/employers/pas-in-general-practice](http://www.fparcp.co.uk/employers/pas-in-general-practice)

In Belvedere Medical Centre the Physician Associates can issue prescriptions, will see patients, they are responsible for eConsult. They are under the guidance of the practice GP’s

**Patients failing to attend their appointments and not cancelling – DNA (Did Not Attend)**

**In November 2018**

**292** appointments were not attended or cancelled which equals 48.6 hours.

**In December 2018**

**279** appointments were not attended or cancelled which equals 46.5 hours

This is over 1 week of wasted appointments each month!!

Letters and texts are sent to patients who fail to attend their appointment

**PPG feel there have been problems with telephoning the surgery to cancel an appointment as there have been long wait times before their call is answered and suggested we add another line for cancelling appointments and to have this number manned by a dedicated member of staff in the mornings**

**Healthcare champions – update**

**Our 2 existing Healthcare Champions have resigned from their role.** They were advised that the surgery would be contacted regarding provision of any more Healthcare Champions attending the practice **The Surgery will contact the Healthcare Champion service for update**

**Email forwarded to all PPG members including Virtual members**

Subject: FW: PPG Network Meeting - please share with PPG members

Dear Practice Manager,

 I writing to inform you that I am the new dedicated point of contact for PPGs and PPG related questions at the CCG and I am in the process of contacting practices to introduce myself and I have already met with some of you.

 The purpose of this e-mail is to inform you that the CCG is going to start up the PPG network meetings again and I am very keen to ensure that your PPG members receive the information about this event so they can attend.

 The e-mail below has been sent to the PPG distribution list that the CCG holds from one year ago but I appreciate there may be some changes to this list so I would be grateful if you would kindly forward this e-mail to your PPGs so that they have an opportunity to attend.

  The date and time of the meeting is:

  Date:             28th February 2019

  Venue:           Civic Offices,  Bexleyheath

  Time:             6pm-8pm (light refreshments will be provided)

Your support is much appreciated and I look forward to meeting with you all in due course.

Kind regards,

Lotta Hackett  
Head of Patient Engagement and Involvement

NHS Bexley CCG – a member of the NHS South East London Commissioning Alliance   
(NHS Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark CCGs)

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NHS Bexley Clinical Commissioning Group 2 Watling Street

**Date of next meeting**

**Tuesday 9 April 2019 at 12:30**