

**Crisp Street Health Centre**  
**Patient Participation Group (PPG) Meeting Minutes held on:**  
**16<sup>th</sup> January 2018 @ 18:00pm**

**1. Introductions & Welcome**

Acting Chair – Mike Elston (patient)  
Minutes – Simon Robinson, Practice Manager

**Attendees**

**Patients:** Evelyn Wasdell, Jeremy Lynton, Tony Gray  
**Staff:** Simon Robinson (Practice Manager)

**Apologies**

Gordon Joly (Chair), Oliver Lynton, Pat Thomas, Terry Ellis, Alison Smailes

**2. Minutes of Meeting held 10-10-17 and Matters Arising**

- Acting Chair agreed minutes were an accurate record of the meeting.
- Action Point re Pharmacy First: Dr Jim Cole had prepared a leaflet for patients, which was shared with the Group. Tony commented that more detailed leaflets are available and he will obtain one and forward to Simon.

**3. Practice Update update (see Appendix)**

Comments:

- Patients are finding the current waiting time of 2-3 weeks for a routine appointment challenging. Patients recognized there is a good urgent care system for dealing with problems on the day, but sometimes patients wouldn't consider their need urgent but also feel something in-between would be helpful. Within 2-3 weeks things will either be worse or better. SR will feedback to the partners.
- That patients may find the online offerings on our web site confusing, e.g. which section is for booking appointments and which is for submitting an e-consult. Agreed the Practice should review this. Suggestion that we review the number of hits of pages of our website.
- Friends & Family surveys – number of “unlikely” recommendations has increased. Review and continue to monitor. Evelyn thought the phrasing of the question could be improved and people may say “no” as they don't have relatives living locally and therefore can't recommend.

#### **4. All Saints Practice (based at Newby Place Health Centre by All Saints DLR)**

- Simon explained All Saints Practice is closing on 31<sup>st</sup> March
- Approximately 1,000 patients likely to transfer to Chrisp Street (rest to other local practices including Gough Walk which is also based in Newby Place)
- Concerns expressed about pressure on already stretched services; that new patients will end up being spread across existing GPs lists; concern re appointment waiting times and workload on GPs

#### **4. GP at Hand (Babylon)**

- New service allowing skype consultations is being heavily advertised.
- Guardian article by local GP shared. A concern to practices is that once patients join GP at Hand, patient is de-registered from existing GP, and the practices will lose patients and funding.
- The service is based in Newby Place HC in the same building where All Saints is due to close.
- Query raised about how the CCG had sanctioned this. Enquiry if there is a local petition.
- Tony noted that services such as this and others, could end up with longer waiting times as they get busier.
- Concerns that NHS may become unrecognizable in longer term and that de-registration policy is a sign of this.
- Concerns about how such services are monitored and inspected. Agreed Mike will raise this with local Healthwatch.

#### **4. PPG/Health Promotion**

- Volunteers sought to help with PPG promotion, including online access registrations and nominated of pharmacies for electronic prescribing. Aim would be to identify a week to do this in February.

#### **6. Future Meeting Dates**

**Tues 17<sup>th</sup> April 2018 @ 1pm (NEXT MEETING)**

Tues 17<sup>th</sup> July 2018 @ 6pm

Tues 16<sup>th</sup> October 2018 @ 1pm

Tues 15<sup>th</sup> January 2019 @ 6pm

## APPENDIX

### PRACTICE UPDATE JANUARY 2018

#### Practice List Size

- Our current list size has increased to 14,300
- We anticipate further increases over the next three months due to the proposed closure of All Saints Practice, possibly up to 1000 patient increase, for which we will receive some transitional funding to help support the influx of patients.
- As a practice, we are concerned about the new GP at Hand service in the area, which requires patients to de-register from their existing surgery when they start using the service.

#### Staffing

- Dr Faz Khwaja has retired from the practices from 1<sup>st</sup> February. We are in the process of recruiting a new GP to take over his list.
- Our reception manager Shanaj has left the Practice. We are advertising for a new Head of Reception for 2 weeks from 15 January.
- We have a new Open Doors nurse, Rachel, joining us in February.

#### Premises

- Our bid for Section 106 funding for 2 additional rooms and an accessible toilet is being considered by the CCG.

#### Services

- **Appointments:** Our waiting time for routine appointments continues to be around 2 weeks, but urgent matters can be dealt with by phone much sooner through the Urgent Care Service or pre-booked telephone slots. We also offer and book large numbers of Hub appointments each week. These are out of hours appointments at different practices.
- **E-consultations** – starting to increase to approximately 8 per week.
- **Non Attenders (DNAs) in 3 months:** Our DNA rate has reduced (improved 😊) to 7.8% for doctor appointments. We think the text messaging reminders 24 hours before the appointment is help, as well as the facility to text back to cancel appointments that aren't wanted or needed
- **Text Message confirmations** – these have now stopped due to cost pressures (the reminders continue though). We are encouraging patients to write their appointment down.
- **Telephones** – various problems on our phone system reported, including the system sometimes cutting people off who are queuing for a receptionist to respond. These issues are unpredictable and don't happen consistently. We have an ongoing alert raised with BT about the situation and are trying different methods to resolve the problem.
- **Online Access** – we are encouraging online access for patients who can now also see their test results online (or by using a smart phone app)
- **Emails** – we are increasing the numbers of emails collected to enable better ways of communicating with our patients, e.g. sending out their recall letters by email

- **Prescriptions** – we are hoping to introduce a new electronic system where Lansbury will order patient medications online. The request will go direct to GP who issues electronically back to Pharmacy, so no paper printed out at all.

**FRIENDS AND FAMILY DATA (OCT TO DEC 2017)**

**How likely are you to recommend the practice to friends & family?**

Extremely likely	235	48.3%
Likely	157	32.2%
Neutral	25	5.1%
Unlikely	27	5.5%
Extremely unlikely	21	4.3%
Don't know	22	4.5%
<b>TOTAL RESPONDENTS</b>	<b>487</b>	

Note we are now getting more feedback texted to us via the reminder service. In previous surveys we have had extremely low numbers of patients saying they were unlikely to recommend us. This percentage has increased to just under 10%. The new ways patients can feed back to us now may be reaching more patients with low satisfaction than we have seen previously.