

Chrip Street Health Centre
Patient Participation Group Meeting Minutes held on 11 October 2016
13:00 – 14:40 hours

1. Introductions & Welcome

Chair & Minutes – Simon Robinson, Practice Manager

Attendees

Patients: Patricia Thomas, Sandra Chalmers, Oliver Lynton, Bill Colverson, Gordon Joly, Lillian Leonard, Maria Razack

Staff: Michael Casey & Samipa Dasgupta (GPs); Helen Snowden (Lead Nurse); Dimitar Pisanov (Management Trainee); Denise Wood (Reception)

Apologies

Jeremy Lynton, Mary Barclay, Anthony Murphy

The Group were asked to reduce the use of acronyms during the meeting as members may not be familiar with the NHS jargon.

2. Minutes of Meeting, 11-7-16

Agreed as correct record.

3. Matters Arising – Format of meeting

Simon reported this was the third successive meeting of the year with low attendance. Simon will write to members to see if people wish to continue membership and reasons for not attending the meetings e.g. timing, content. We could also consider looking at virtual solutions, including twitter and facebook.

3. Appointments

The appointment situation was discussed:

- Long wait for routine GP appointments
- Seeing your own GP gets undermined
- Increased on the day activity due to waiting time for minor problems
- Lots of things GP deal with can be sorted out over the phone

- Lack of income to invest in further staff
- High numbers of DNA's – sometimes 10% - often DNAs because patients are better and don't need to appt, but don't cancel

Dr Bhatti was leading a Working Group set up of 3 GPs, nurse, reception, manager:

- Keep on the day as it is “Urgent Care”
- Offer more pre-bookable telephone consultations
- Less face to face appointments
- Routine appointments should be booked by clinician only. No direct access for patients.
- Proposed pilot is awaiting approval by the partners and scheduled for start from February 2017

The PPG fed back the following views on our proposals:

- Patients like to book online – the proposal would remove this (although the prebook telephone consults could still be booked on line, and nurse appointments etc)
- What is likely to be the turnaround time – will the situation improve? Patients don't want to wait 2 weeks for a call back
- Would patients still be able to cancel their appointments online (even if someone else had made it for them)?
- Concerns that GPs do not always call back at the scheduled time and sometimes miss call backs all together
- Language issues in the local population
- Need to assess impact on vulnerable patients, e.g. the deaf
- Ensure that text reminders are not sent for telephone consults
- Is there a work-round for booking appointments for children, e.g. patients booking the appointment for themselves and adding in the notes it is for their child
- Should each GP have a double appointment slot in their surgery for complex patients

4. E-consulting

The new system for consulting online was reviewed and discussed. (The system had been chosen for us and funded by Tower Hamlets Clinical Commissioning Group – the aim is that all Practices offer this service)

How it works:

- Go to chrispstreet.org and click the “CONSULT YOUR DOCTOR ONLINE BANNER”
- Select whether you want Pharmacy, 111 or GP advice etc
- Complete the questionnaire for your condition
- Send it – the document is then emailed to Reception and patients will get a response by end of next working day
- GP reviews the form and contacts the patient; arranges appointment; issues script etc

Views from the PPG:

- One way communication is a bit of a backwards step
- Also that the system does not link to EMIS
- How secure is the system? How are patients verified? Could someone submit a fake consultation on behalf of someone and be called back by us and obtain confidential information
- Could parents submit a form on behalf of their child?
- How are we addressing vulnerable patients
- Is there going to be an app – current system looks quite time consuming
- Members should rate the service after using and suggest improvements

4. Flu Campaign

Helen updated the PPG. Numbers good so far, but gets harder to reach targets each year. We have done extensive advertising this year.

5. Premises

An architect will visit over the next couple of weeks to review options for building additional consulting space in the garden. The PPG agreed one of the nice things about our waiting room is its light. Building extra rooms will impact on this so we would need to ensure that getting light in as prioritised.

6. Carer’s Event

An event for carers was held at the Practice by the nursing team on 20th September. Carers were directed to support from Age UK and the Carers Centre who came to the meeting; also an opportunity socialise and share concerns with one another. Outcome is that the Practice needs to be better at identifying carers and directing them to appropriate support.

7. Young Persons Focus Group

An event for young people was held on 26 August led by local community group *Leaders in the Community*. Several themes emerged.

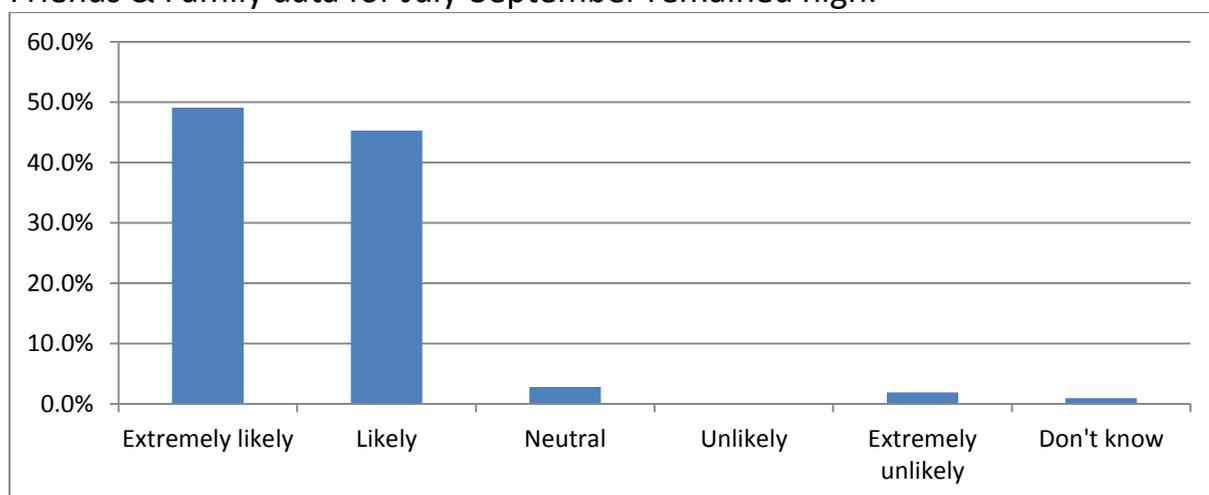
- Young people get most of their health information from the internet, friends etc. If they need to speak to somebody confidentially they would probably speak to someone who knows them first, e.g. friends, family if they can or a teacher who has regular contact with them
- Didn't know they could visit GP without parent
- Dire and cold atmosphere, too quiet; intimidating waiting room
- Would feel panicky ringing the practice about sensitive issues
- May be embarrassed to talk about things like sexual health with GP
- Concerns about shared issues
- GP may give generic advice rather than personal, e.g. in school
- Easier to do online chat than face people
- Takes forever to see a female

Suggestions from the Focus Group for Practices

- Section for young people on website
- Ensure young people know they can visit alone
- Could do with additional support person they could see
- GPs don't market – never send leaflets
- Online chat, blogs – anonymous & confidential
- App creation or utilisation like NHS Go
- More outreach by GPs in schools
- Advice clinics

7. Feedback

Friends & Family data for July-September remained high:



Mix of comments, mainly positive. Unfortunately many of the unhappy comments appear on NHS Choices which has dropped to 2.5 stars/

Patient Suggestions received over last quarter

- PPG asked if we can open doors at 8.25, so people with 8.30 appointments can have checked themselves in, and not be causing delays by queuing at the desk
- Named manager on duty for queries (not just complaints)
- Clearer info about needing to re-register for online access
- Display our prices more prominently and ensure patients are told in advance
- Clear signage about people re-joining the queue
- Having a suggestion box – not just complaints

8. NAPP Circulars

PPG reminded they are a member of National Association of Patient Participation. Simon sends round the circulars so PPG should review as plenty of ideas and tips. Bill mentioned the PPG toolkit.

9. Healthwatch update

Bill made us aware of two ongoing projects:

- Tower Hamlets Clinical Commissioning Group (CCG) is reviewing PPGs trying to find best models for the Borough
- MacMillan Care Support are undertaking interviews with patients at Practices

10. Future Direction of PPG

Simon has been seeking a PPG member to chair the group (and set the agenda) for 2017. Gordon kindly offered his services. The PPG were happy for him to undertake this role. Thank you Gordon!

11. Any other business

Tribute was paid to Kina, a long-standing member of the group who sadly passed away recently. Kina had been a fantastic supporter of the Practice over the years and also with local groups.

Date of Next meeting – Tues 17 January at 6pm