

Chrip Street Health Centre
Patient Participation Group Meeting Minutes held on 12th April 2016
13:00 – 14:30 hours

1. Introductions & Welcome

Chair & Minutes – Simon Robinson, Practice Manager

Apologies – Bill Colverson, Kina Avebury, Sandra Chalmers, Ripa Begum, Oliver Lynton

Attendees Name / Role		
Jeremy Lynton, Patient	Patricia Thomas, Patient	Simon Robinson, Pr Mgr
Lillian Leonard, Patient	Mary Barclay, Patient	Faz Khwaja, GP

2. Minutes of Meeting, 12-1-16

Agreed as correct record.

Simon reminded the group that the times of the meeting had been changed to alternate lunchtimes and evenings in the hope of attracting new members. Despite extensive publication in the surgery, there were very few attendees at the meeting.

3. Practice Update

See Appendix A

Discussion:

The Group were pleased to hear the news about a new GP and commented about the continued growth of the list. Faz mentioned that we are becoming slightly restricted in what we can do because of the size of the building e.g. where to accommodate additional GPs. However this is not a priority area for the CCG at this time.

Online access – Simon explained how access to the medical record work and gave a demonstration of a test patient. The Group were given sign-up forms and agreed to register and feedback. The Group would like to see further appointments made available online, e.g. with other clinicians. Pat also queried why there was a restriction on the number of appointments that can be booked. Simon to clarify with Osman Bhatti.

3. Practice Priorities

3a. 2015/16 Progress

Simon presented progress on previous year's priorities set by the group in 2015 (see **Appendix B**); most of which had been achieved and this was borne out by survey data. The PPG was satisfied with progress made. They were particularly pleased with improvements to telephone answering and felt this should no longer be prioritised in the plan as long as the feedback remained good.

Areas we had made little progress were around offering online consultations. This had been discussed again by the partners but it was felt that it was preferable not to open an additional workflow at this stage. Faz reiterated that we had a very good on-the-day system for patients requiring Urgent Care which operates throughout the day. Lillian reported her disappointing response to the Patient Walking Group. In addition to clinicians spreading the word and advertising in the waiting room/TV/newsletter etc, Lillian had attended the Practice weekly over the past year, speaking to patients in the waiting room about benefits of walking, but had been unable to attract new members. Agreed, there are other local walking groups available so it may be better to direct patients to those resources. Her feed back

3b. 2016/17 Priorities

As part of the Practice update – see Appendix A, Simon fed back the overall survey data for 2015/16 with a view to setting Practice priorities for 2016/17.

The PPG agreed the following priorities for the year ahead:

Priority Area	Target
Explore ways of patient engagement	Continue to work with Poplar & Limehouse Health & Wellbeing Network to improve patient engagement, e.g. mosque events.
	Undertake funded project with local school/youth organisation to ensure younger voices are heard.
	Outreach – visit local groups/organisations to get opinions e.g. Neighbours in Poplar events.
	Publicise PPG more in the surgery e.g. baby clinic, antenatal clinic. Active opinion gathering at these times.
Maximise Health Promotion opportunities	Work with Poplar & Limehouse Network on projects to maintain practice engagement in local events.
	Series of health events to be held at the Practice which can be tied in with other events such as flu campaign etc.

	Further project work including gardening project funded by CCG Vanguard.
Improve online access	Work towards NHS targets for giving patients more online access.
	Increase number of appointments available online, including phlebotomy, pre-bookable telephone appointments.
	Work with Network on Digital Inclusion projects e.g. Neighbours in Poplar

- 4. Date of Next meeting – Tues 12 July 2016 (6-7pm) then:**
Tues 11 Oct (1-2pm)

APPENDIX A

PRACTICE UPDATE APRIL 16

Staffing

- Drs Robson and Boomla have now retired from the Practice.
- We are in the process of interviewing for a new GP which will increase our capacity.
- New apprentice Aisha joined us in March.

Premises

- Still no update from the Council concerning our bid for Section 106 monies to convert our cleaning store into an accessible toilet. But the CCG has contracted a firm to review our premises over the coming weeks.
- More patients are making use of the Health Pod in the waiting room for height/weight, BP measurements. The data goes directly to the patient record and the GP is alerted about any out of range readings.

Services

- **Appointments** – currently 2 week wait time for routine appointments. One of the factors is that we have lost 3 experienced trainees who were offering full clinics of 10 minute appointments, as well as the increase in the population to over 14,000. We anticipate the wait time will be reduced after our latest recruitment drive.
- **Telephone Appointments** – GPs are now offering two pre-bookable telephone appointments in each surgery for results, discussion of ongoing problems etc.
- **Overseas GP** – we are hoping to utilise an overseas GP volunteer in a trial of a new roving role undertaking limited clinical duties such as bloods and Blood Pressure checks. Our lead nurse Helen will supervise the role.
- **Prime Ministers Challenge Fund** – via our Urgent Care clinics, we are able to offer evening and weekend appointments at 4 local hubs in Tower Hamlets: St Andrews, East One Health, Barkantine and Blythehale in Bethnal Green. Nurses appointments at the hubs can also be booked via reception (but only for certain procedures).

- **Travel Vaccines** – we have had to limit the number of travel vaccine appointments we offer in order to meet the demand for other nursing services: annual reviews, smears, childhood immunisations etc.
- **Phlebotomy service** – plans to expand our service to open one Saturday morning per month.

Online Access

- From April 2016, patients will be able to view current aspects from your medical records, including “coded data” such as consultations and laboratory results. To activate this service patients must complete an additional application form and bring their ID and proof of address to Reception. This is to ensure only the correct people access records.

Bids

We have put in the following successful bids for CCG Vanguard funding:

- developing new ways of working with our younger patients at a local school, which we hope could lead to the development on an app.
- a gardening group with tools to help isolated patients get some fresh air, exercise and company
- health events at the practice which involve other local services, e.g. Breast & Bowel Screening, Alzheimer’s Society, Neighbours in Poplar etc.

Care Quality Commission (CQC)

The CQC is currently assessing local practices so we anticipate we will be assessed over the next 1-2 months.

We are assessed across 5 key lines of enquiry, so CQC will establish if we are:

Safe Effective Caring Responsive Well-led

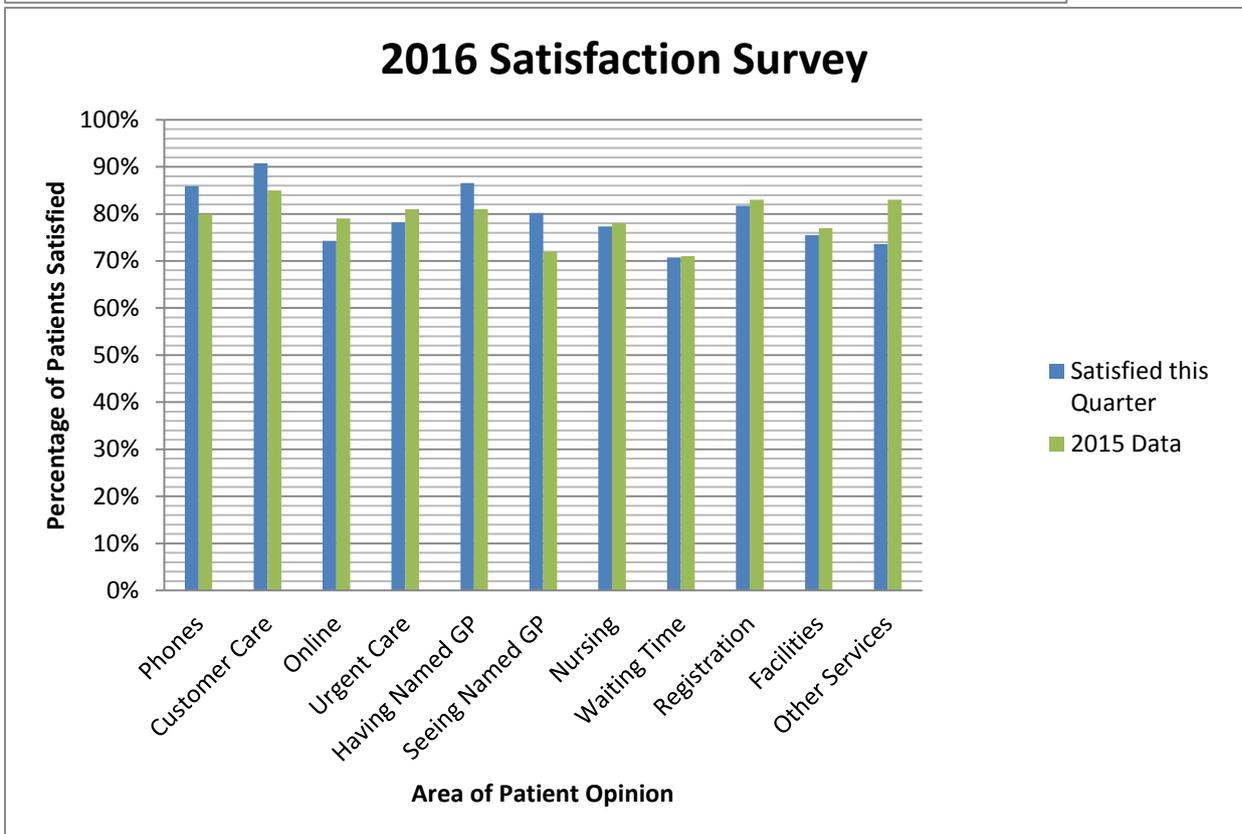
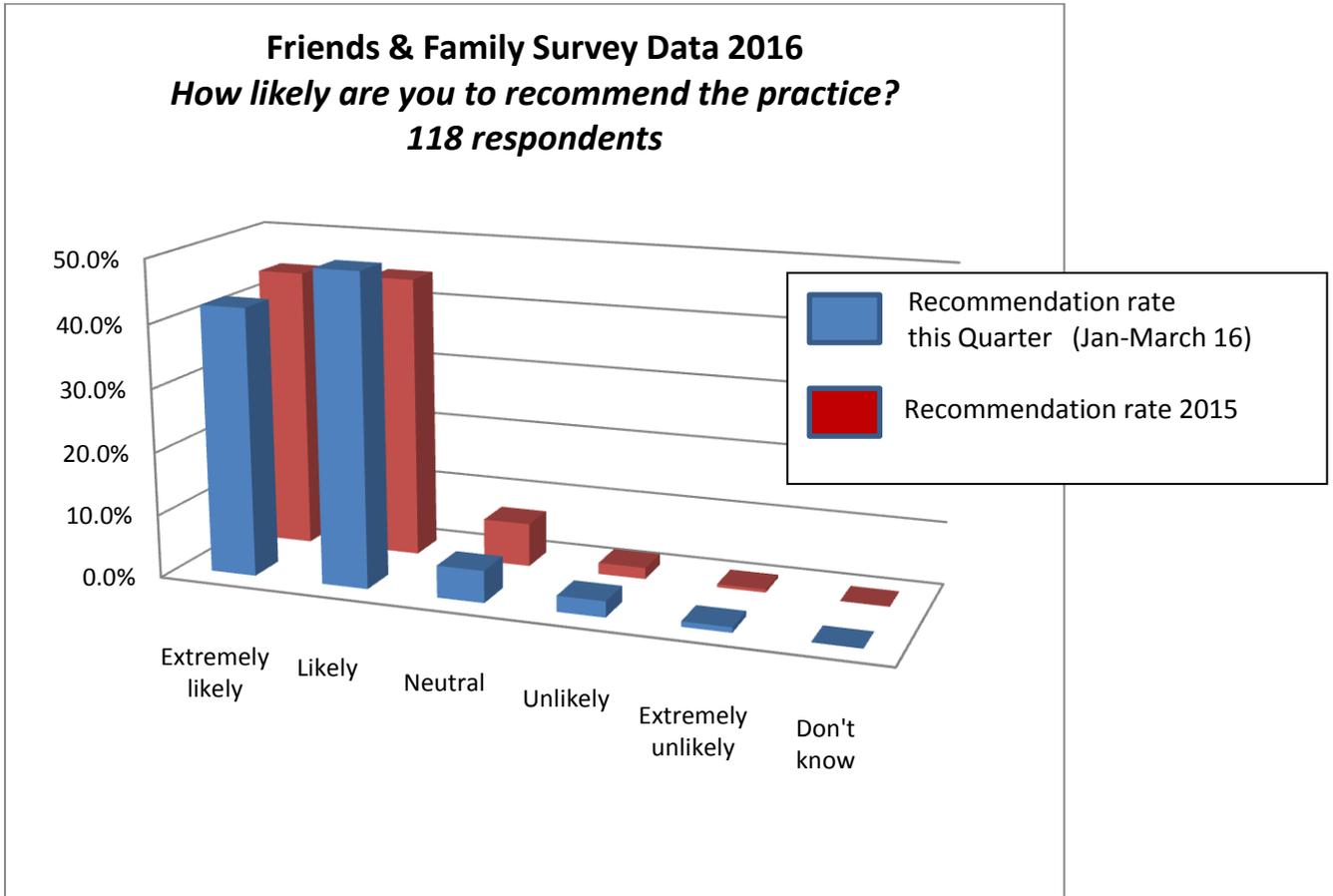
In making their assessment they will look at our processes, policies and examples of how we work with several groups of patients including the elderly, younger patients and families and vulnerable groups of patients. They will talk to all groups of staff and also patients.

The CQC will provide us with feedback cards for patients to complete that also publicise their visit. It is helpful if a few members of the patient group attend during the visit and meet the CQC Assessors.

Approximately 6 weeks after the visit we will receive one of the following grades:

Outstanding Good Requires Improvement Inadequate

LATEST SURVEY DATA (1 JANUARY TO 31 MARCH 2016)



APPENDIX B

2015-16 Action plan priority areas and progress

Priority Area	Target	Achieved
Continue to improve phone answering	Improve satisfaction scores to over 80% this year	✓ 2015 Survey Data shows 80% achieved
	Reduce complaints that mention phone answering as an issue	✓ No written complaints about the phone
	Recruit additional apprentice	✓ Recruited
	Increased online appointment bookings	✓ 658 appts booked in last year
	Increased Pharmacy First referrals	✓ 83 patients reg in 2015/16
Improve health promotion	Joint working with Poplar and Limehouse Network	✓ Various courses and events held. Highest referrer to Fit for Sport
	Walking Group	<input checked="" type="checkbox"/> Unsuccessful in attracting a regular group of walkers. Agree not to persist further and to refer to other local groups
	Health Promotion material in newsletter	✓ Usually an article in the newsletter
Maximise Access & Appointments	Get patients to attend appointments they book	✓ Bug in text software fixed
	Online consultations	<input checked="" type="checkbox"/> Reviewed again but GPs do not wish to proceed at this time
	Prebookable telephone slots	✓ Started in Feb. Allows more access to own GP
	Direct patients to right person	✓ Reception use script