

**Chrisp Street Health Centre**  
**Patient Participation Group Meeting Minutes held on 20<sup>th</sup> October 2015**  
**18:00 – 19:20 hours**

**1. Introductions & Welcome**

Chair & Minutes – Simon Robinson, Practice Manager

Apologies – Anthony Murphy, Jeremy Lynton, Oliver Lynton, Dr Khwaja, Patricia Thomas, Sandra Chalmers, Kina Averbury, Maria Razack

Simon reported that Julia Longbottom had decided to leave the group. Simon thanked her on behalf of the group for her commitment to the PPG over the past few years.

<b>Attendees Name / Role</b>		
Bill Colverson, Patient	Lilian Leonard, Patient	Dr Alison Smailes
Terry Ellis, Patient	Paul Pierre-Louis, Patient	Simon Robinson, Pr Mgr
Mary Barclay, Patient	Ripa Begum, Reception	

**2. Minutes of Meeting 14-7-15**

Agreed as correct record with one amendment to the attendees: Bill had not attended that meeting.

**3. Practice Update**

Simon gave a Practice update – see Appendix A. PPG commented as follows:

The appointments situation was discussed. Simon advised the wait for **routine** appointments can be up to 2 weeks, though some appointments do open up at the start of each week. However, there is a very good on-the-day Triage service which enables patients to speak to a clinician about urgent problems throughout the day. The PPG were aware of this.

PPG expressed some concerns about moving to any kind of Doctor First system (where patients have to speak to a clinician before they book *any* kind of appointment). Bill reported this is not popular with patients in practices he visits locally in his role with HealthWatch. It would also reduce possibilities for online booking.

PPG greeted staffing proposals favourably and were pleased Dr Cole is staying on.

PPG commented that a number of flu vaccines are being given by the pharmacies who had been very quick off the mark this year. Simon explained walk-in sessions at the Practice now completed; patients can simply phone for an appointment if they are eligible.

PPG asked why cryotherapy had ceased. This was due to the service being unfunded, the logistics – obtaining liquid nitrogen from the hospital, and the extremely high levels of non attendance. We are looking at whether the Network could host a clinic.

#### **4. Friends & Family Survey – Q3 feedback – see Appendix B**

The Group noted the feedback and were pleased to see the positive comments.

#### **5. Update on 2015 PPG Action Plan – see Appendix C**

The Group noted the updates. Lilian reported a disappointing response to the Monday Beginners Walk. Only one patient was attending – but he was highly inspirational, having lost several stones in weight. However, still little enthusiasm from patients in the waiting area Lilian speaks to. Bill explained there is a Walk Organisers course led by Graham Barker at Walk Tower Hamlets. It was agreed to move the walk to Thursdays. Dr Smailes will remind clinicians of the walk's existence. Bill mentioned the "In My Footsteps" app which gives details of local walks.

#### **6. PPG Next Steps**

Simon canvassed group about any changes it will like to make. PPG agreed that it was still hard to attract younger members to attend the group and people from a wider range of ethnicity. It was suggested we alternate an evening and lunchtime meeting so more people can attend. Also asking younger people who have done work experience here to attend the PPG and give their feedback and impressions of the practice from their own perspective.

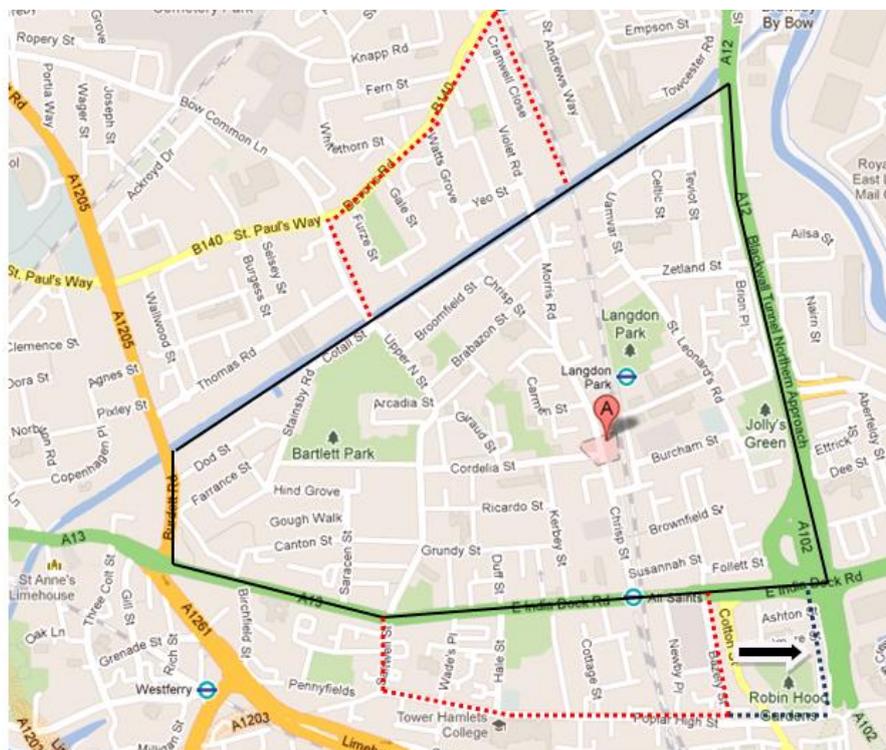
Simon explained it is now a contractual requirement for the practice to have a PPG. Most practices have a patient chairing the forum and driving the agenda forward. Many have a formal constitution. Simon is keen that the PPG becomes more autonomous, rather than the practice setting the agenda. However, nobody present volunteered to stand for this role. Terry felt that the PPG works well and that members have the opportunity to have their voice heard.

Simon enquired whether the PPG would be keen to join the National Association for Patient Participation - <http://www.napp.org.uk/index.html> Those present felt this would be positive. Bill explained that Healthwatch is about to set up a working group with Michael Keating from the CCG and Asma Karim (Vanguard), regarding PPGs, the network and NAPP. The aim is for a bottom up approach, i.e. each PPG appoints a rep to sit on the CCG's board of reps, and a rep from that group sits on the Regional/National Group. This would allow two way flow of feedback – from the bottom up and top down.

## 7. Change in Practice “Expanded” Area

Simon reminded the PPG we have an Agreed practice area – see black line below (in which new patients can register) and an expanded patient area (red dotted line) – so if a patient moves from the current area into the expanded area they may be retained on the practice list.

There is a current decant of Robin Hood Gardens and lots of new building where patients are being re-housed that is actually nearer to the Practice than their previous address (but would now be out of our expanded area). The Partners agreed in principle that the “expanded area” should be moved westwards to the Blackwall Tunnel (see map below - the arrow shows the change in expanded catchment area). The PPG agreed to ratify this and Simon will write to NHS England.



## 8. Any other business

Mary asked for an update on Poplar Baths. Simon to find out.

## 8. Date of Next meeting – Tues 12 Jan 2016

## **APPENDIX A - PRACTICE UPDATE**

### **Strategy**

The Partners have set up three “Task and Finish” groups

**Growth and Expansion** – looking at our strategies for growth and how we might manage that

**Logistics** – looking at how we work: hours, services, new ways of working

**Premises** – how we can expand or re-build the practice in the longer term. We were recently informed by the CCG that the practice is not a priority for building development. We have also not heard whether we have been successful in obtaining Section 106 monies from the council to convert our cleaning store into an accessible toilet.

### **Staffing**

Subject to confirmation of our accounts, we hope to advertise for a new GP over the winter. This will help improve access and spread workload.

Dr Cole has been offered a permanent post

We have appointed a new management trainee – Dimitar Pisanov – who joins up in November

### **Services**

The flu season has started. We have vaccinated approximately 40% of our target over 65's so far.

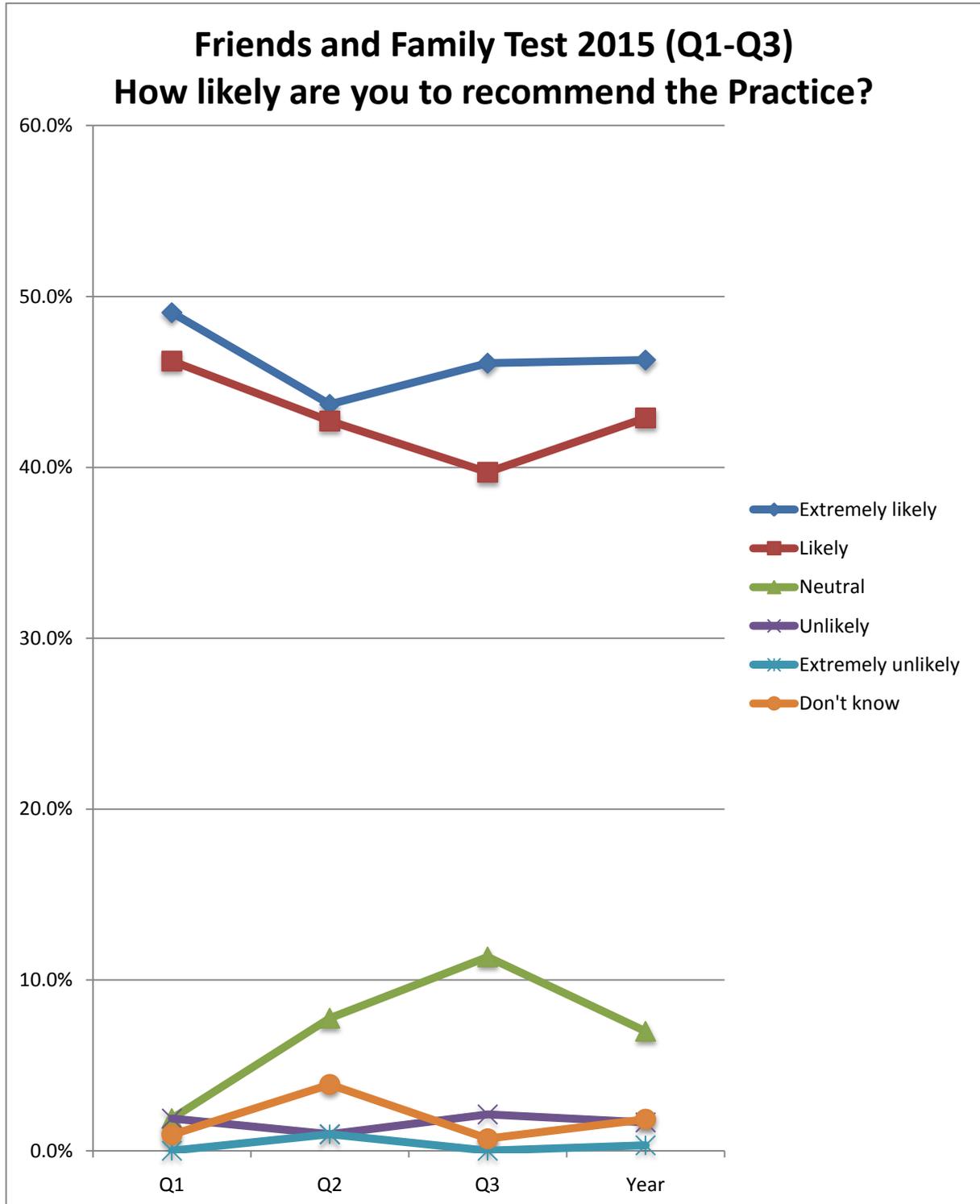
We are in discussion with our Network about whether some services can move there. Examples include the alcohol clinic and depot psychiatry clinic.

The Practice has stopped offering cryotherapy

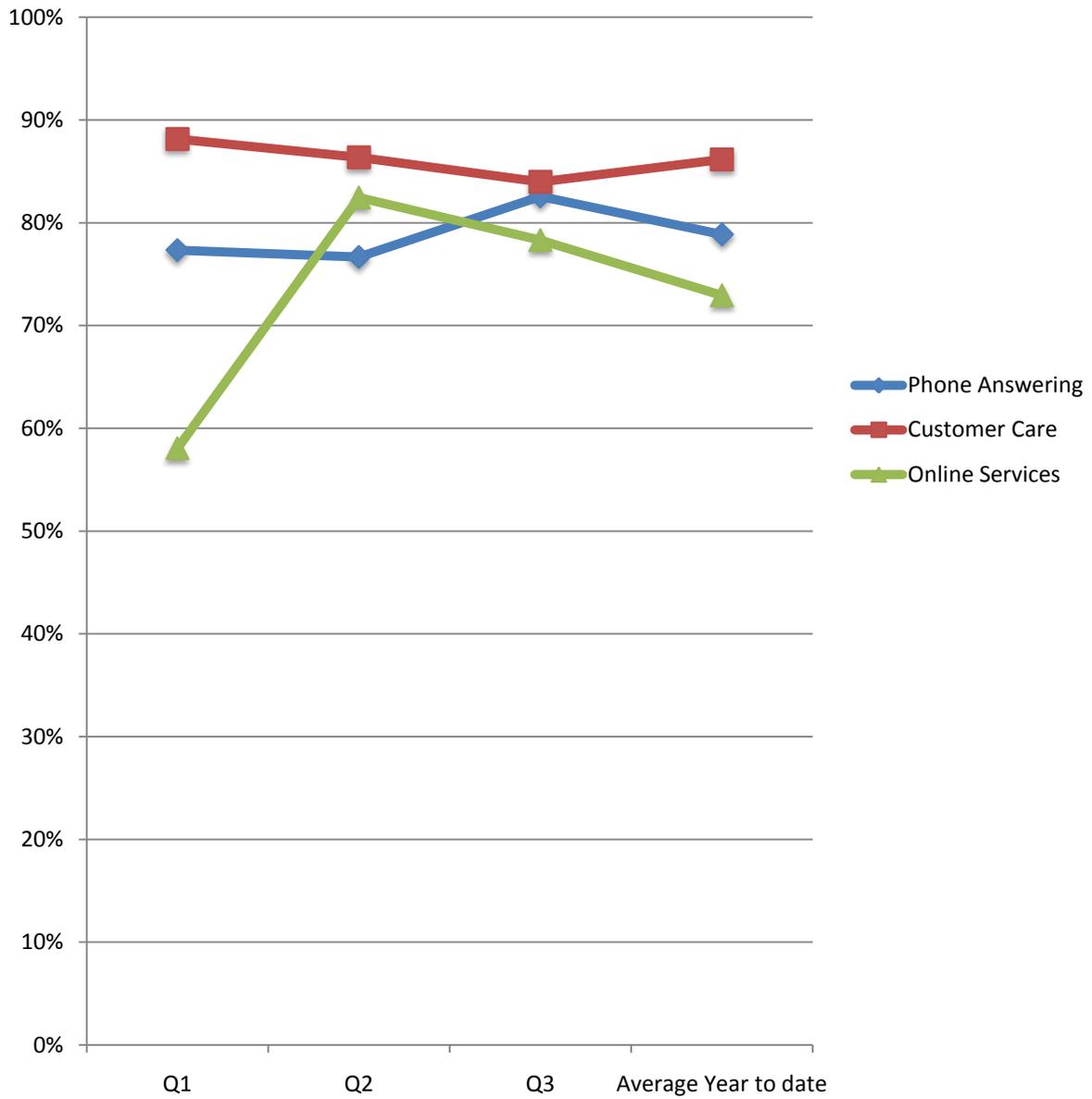
We are holding another breast cancer awareness day on Friday 23<sup>rd</sup> April. Staff are encouraged to Wear It Pink and the collection tins will be out!

# APPENDIX B - FRIENDS & FAMILY RESULTS AND PRACTICE SURVEY RESULTS

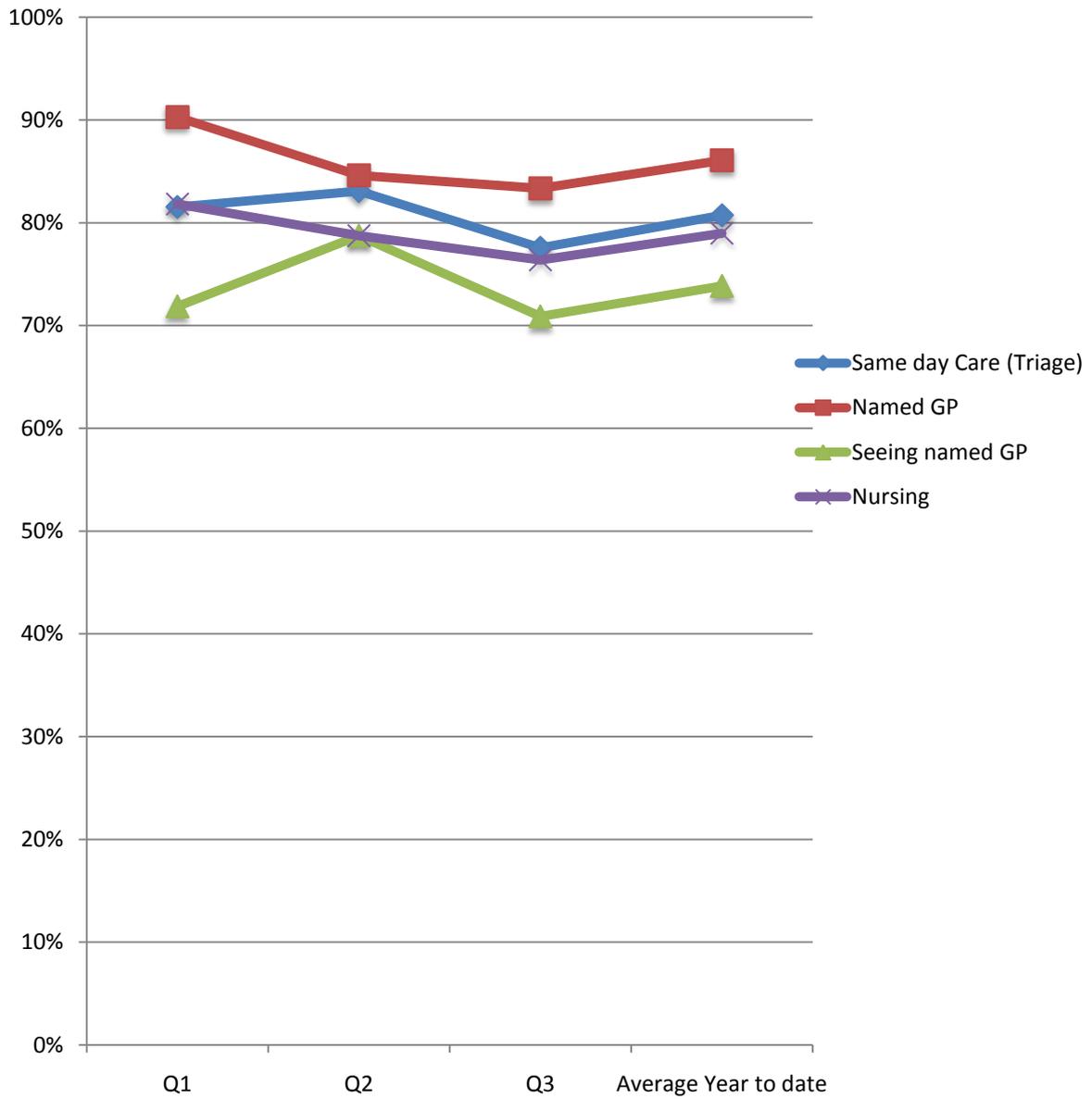
## Q1 - Q3



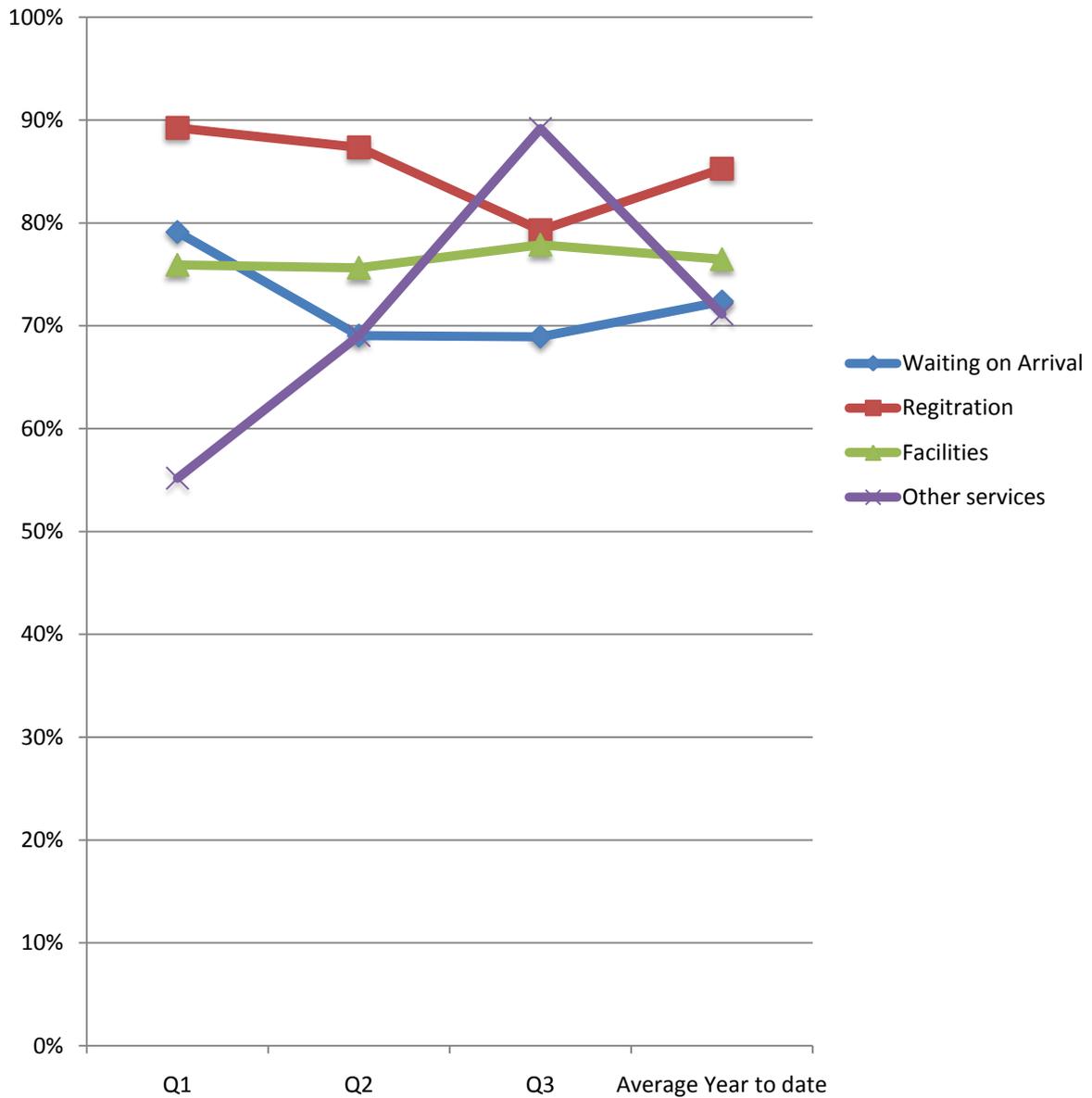
## Satisfaction rates with Phone Answering, Customer Care and Online Services



## Satisfaction Rates with Same Day Care (Triage), Having Named Doctor, Seeing Names Doctor, and Nursing Services



## Satisfaction rates with Waiting on Arrival, Registration Process, Facilities, Other Services (midwife etc)



### QUARTER 3 COMMENTS

Staff friendly, quick

I have always been treated well here

Very good service

Because the doctors are a good help, and NHS isn't the best in London at the moment. This place gives me the good and right treatment I need

Because the services here and the treatment here is very efficient doctors and nurses are quite good and the atmosphere is superb too.

reliable service good for us

reception service is extremely helpful and polite

good prompt apps very good doctors

doctors are nice

because it is likely I would and have always received a good service

easy to get apps

happy with service

service is very quick ,staff and reception are polite

because your doctors and nurses are very professional

because staff and doctors are very polite

Chrip St surgery according to me the best. doctors and staff very helpful. communication with doctor and nurse are very up to date with patients needs

Dr Twist was amazing on the phone. And tried to see me asap he was very sympathetic and continued to help me

it depends its hard to get apps on the same day I always end up going to walk in centre

because when I came to the doctor always I have attended good the two times that I have come back im happy with the attention

waiting time good,friendly doctors ,and receptionist ready to answer questions confidential attention

I have been with this surgery for years and I would recommend dr twist

always feel like the doctors care for me and do their best to help

I have recently had baby and the midwife service at the surgery was fantastic. Some mix up with bloods and nurses. Triage to daughter very good same day apps long wait

The receptionist was very patient when I was emotional and difficult on the phone. I feel, however, the staff are under a lot of pressure which means the atmosphere feels quite rushed.

Friendly staff, efficient service, never waiting long.

Very good service

Usually fine overall. Dr Twist is great - Been our family doctor for over 20 year!

Efficient service , professional doctors.

Doctors explain things to me, patiently.

Quality and consistency of care given to us as a family. Both pre/post daughters cancer diagnosis.

I haven't used some of these services. I have waited a long time to get appointment with my own g.p, sometimes 2 wks, other than that I am pleased with the service.

Quality and consistency of care given to us as a family. Both pre/post daughters cancer diagnosis. not likely to be asked.

I thought gp surgeries were chosen based on proximity. You've always done well by me, so id be happy to recommend, should a friend that lives local be in need of a surgery.

You've done fantastically to keep a high quality of service. despite whats going on at a national level. You should be proud. Thank you

considering the stress local surgeries are under, this one copes extremely well.

Friendly reception staff, confidence in most GP's mistakes do happen but sorted out quickly  
1st I joined this GP I booked an app then found out my name was taken off and had to rejoin then a  
2 week wait to see doctor as I have problem with my knees and asked doctor to book me an xray  
service good  
easy to make appointments friendly  
I am very happy with our surgery and with doctors and nurses we are very lucky to be in this very  
satisfied  
everything is just great  
very good service everything is good  
always receive good treatment very helpful staff always good care  
always quick and efficient service friendly and knowledgeable staff  
Sufficient every time although the waiting time for apps can be very long  
Terrible experience 1st app with doctor - she did not say hello when I walked in no eye contact and  
was rude other staff been good  
it's a good service  
Find them good, taking caring.  
Friendly service, good waiting times.  
always nice to people and get to see as soon as they able  
professional sympathetic staff I am lucky to be registered with cshc  
good health centre maybe would recommend if asked  
easy to get to my dr is nice  
very satisfied always. only has telephone no online nothing modern  
very good service all good  
because if I have belly ache I want to see a gp not make an app as it takes too long  
the care and treatment is friendly  
always treated with courtesy. Don't like the mins late and then I sometimes have to wait 25 to  
35mins  
friendly and helpful staff  
neither of my family needed care or treatment  
the service is good at this place  
apps given when needed and doctors call back for advice is very helpful  
I gave that reason because everytime I have an issue re my health I always get seen immediatly  
always have to wait over a week for an app  
very good service all good  
I am happy with the care and treatment I get here  
you are very friendly always when I come here  
very polite receptionists. Drs listen and engage with patients  
very organised and doctors who listen having been sign posted to an outside agency. The appt and  
interview was 1st class  
Some of doctors don't think about patients needs. Waiting for app is forever needs more work and  
nicer doctors  
great service lovely reception staff no complaints been here 20 yrs  
think the service is improving lately  
because I have always been treated well pleased with the surgery altogether  
it's ok you set app in time and doctor see you late delay in apps hope it improves in time  
it's a good gp compared to others  
good service; happy staff

have had a good service during my recent visit  
because since I came I have been treated very well by all the staffs I thank them all  
I have run out of my medication  
friendly professional receptionist booking Khaleda  
after making 4 phone calls to the surgery for a return call for my 81 yr old mother and asking  
reception to ring my mobile in transpires these were ignored  
great h/c  
come in for my appt at 2 and went in straight away to see mr perry came out at 2:45 after see him  
and then got my prescription after 10mins. Total wait 55mins spent at doc  
because they are very good when you call they answer nicely  
for long time I have been constantly complaining about my leg but unfortunately nothing has been  
done about it  
I am happy about the service I received  
because I have been coming to this practice since I was very young  
friendly service and a wick appointment  
all the girls are very friendly  
because I have always been treated very well  
due to excellent customer service  
whats good for the goose is good for the gander

**APPENDIX C - THIS YEAR'S PPG PRIORITIES – PROGRESS REPORT Oct 15**

<b>TARGET</b>	<b>PROGRESS TO DATES</b>
<b>Phone Access</b>	
- Improve satisfaction scores to over 80% this year	Average for year 79%; Q3 over 80% 😊
- Maintain reduced number of complaints mentioning phone answering as an issue	No written complaints re phone answering; but still a few negative comments on NHSC
- Recruit new apprentice to work on Reception and support phone answering	New apprentice in post, but one is now covering maternity leave role. Further apprentice interviews this week
- Increase number of patients signing up for online access to 1,000 +	Current target 20 per week. Needs new push. Changes to registration process under review which should enable more registrations
- Increase Pharmacy First referrals, so patients can see pharmacist for minor ailments	Up by 60 in last 6m
<b>Improving Health Promotion</b>	
- Work closely with Poplar Network around health eating and exercise initiatives, e.g. increasing referrals for the local Fit for Sport programme.	Work ongoing
- New weekly walking group led by PPG member is due to commence after Easter.	Lilian is running but little uptake
- Getting more Health Promotional material in our newsletter and on the website.	Article in each newsletter
<b>Improving Access</b>	
- Getting patients to attend appointments they have booked, rather than providing more	Warning letters sent to patients earlier in the year.
- Continue with text messaging reminders	CCG has funded continuity of text messaging 😊
- Reception to phone patients who are most likely to miss their appointments	We try to do this but its not always sustainable if short staffed
- Ensure reason is obtained for appointments so people are directed appropriately. This is asked by reception at every appointment request	Ongoing
- Review possibilities for online consultations	Likely to incorporate a solution over the next year