

Notes of PPG meeting held on Thursday 14th July 2016 in the Woodgrange Medical Practice

Present:

Mr Peter Rekhhaye (Chair) (MPR)	Dr M W Naqvi (DMN)
Mrs Jennifer Sheikh (MJS)	Mrs Nasima Patel (NP)
Mr Charles Knolly (MKC)	
Miss Lorraine Francis (MLF)	

1. Apologies

Miss Caroline Brown (Secretary) (MCB)	Mrs Darshan Kaur (MDK)
Miss Rebecca Hemming (MRH)	
Miss Edith Masunda (MEM)	
Miss Joane Thompson (MJT)	

2. Minutes of the last meeting

These were accepted with some of the points raised again and discussed:

- 2.1 MJS said she had not received the 2015/16 PPG report and if we could email her this.
- 2.2 Discussion around online appointments – now sorted and available.
- 2.3 Signage on notice board on all floors was confusing at the beginning but better now.
- 2.4 Jennifer asked if the phone lines were sorted as she has had problems with it recently. DMN said that it has been looked at. Discussion around this, DMN said 25% of our patients do not answer their phones when we try to contact them; we try twice to get through. We try to accommodate as best we can for example teachers – we try to call them around their break/lunch times as they cannot come out of the classroom to make or take calls. We encourage them to use online bookings.

3. Main Agenda

3.1 CQC visit – Thursday 19th May 2016

DMN said that it went well, they were pleased with us. We've not closed down! Four practices in Newham have been taken over or closed down by CQC. We are awaiting the official report in two months' time. We believe we are a patient focused practice, CQC inspectors wanted evidence for everything which we hope we provided as best we could. This is the first one for our Practice and it occurs every two years but the next one will be spontaneous, or it could be every five years if rating is good or outstanding. Four inspectors team, Main CQC lead, a doctor, a manager and a PPG representative (with learning disabilities). Watch this space!

3.2 Customer Service

MKC asked if there were any improvements on patient care and customer services. DMN said we are continually reviewing our customer service provided by our teams. On-going training with the Reception team, enrolled on customer service course, in house role play, feedback from reception and patients reviewed, suggestion slips. We have a huge team, young staff with

own persona and attitudes we believe and encourage working together for the common good. However, there is always room for improvement.

MJS offered to come in to the practice and sit in reception as she would like to observe and get the feel of how the reception/practice works and get our side of view. We will consider this and get back to MJS as to whether this is feasible.

3.2 Date of Birth of patients

MKC said that each time he calls receptionist asks for his date of birth, he would much prefer to give his NHS number which he knows off by heart.

There was a discussion around using date of birth as a way of identifying patients. MLF said that she would prefer other patients not overhearing her date of birth; she herself has sat in reception and calculated someone's age on hearing date of birth in reception!

- a. Perhaps a piece of paper to write down date of birth?
- b. Patients bringing in their NHS cards each time they come in
- c. using NHS numbers over the phones as well
- d. MPR said perhaps we can provide ID slips for them to bring in each time as a way of identifying themselves – costly to the practice – not feasible.

This was discussed and agreed that we would try alternatives and feedback at next meeting.

3.3 GP Survey - <https://gp-patient.co.uk/practices/F84724>

We looked at the new GP Survey out recently and were pleased with the overview. However we note that we had only 12% of respondents with a preferred GP usually get to see or speak to that GP; this has been our lowest ever. A discussion took place around this:

- a. Doctors leave
- b. Language barriers
- c. Big practice – part time doctors working different amount of sessions per week
- d. Government initiative for all patients to have a named GP makes it harder as patients demand to see their named GP only

MPR suggested that perhaps if we could explain to our new patients during their registration with us that although they have a named GP, the patient can see any other doctor available in the practice.

Perhaps have a poster stating although you may have a named GP we have 12 other doctors who all work different shifts and hence, it will be the doctors on duty that day who you will be given an appointment to see – or something along those lines, to discuss and implement?

3.4 Advocacy Service

We discussed that many of our patients do not speak English and are requesting advocacy service from the Practice, expecting receptionists to translate for them. We have young staff who not all speak their mother tongue fluently, but can sometime able to make do in reception, however, translating for a consultation with a clinician is not safe practice and could have implications. We do not have the time or resources to take our receptionists out of reception to go translate for a patient.

We do have an Advocacy service – The Language Shop, however this takes up to a week to book. We have had complaints regarding this and would like our PPG to help us tackle this. We would like a supporting letter from the PPG explaining that our Receptionists are not qualified advocates and encourage our patients to bring friend or family with them to their consultation. We believe such a letter endorsed by our PPG would make a difference as per our previous letters regarding DNAs.

PPG agreed on this and asked if we could draft a letter for them.

4. Any other business

4.1 Queues:

There was a discussion around queue busting – we have an overflow window which means that receptionist will open up another window during busy times.

Ring the bell and ask for help from colleagues

4.2 Advanced Access

DMN holds advanced access clinics from 07:20 – 08:00 Monday to Thursday

These clinics are for the early commuters or who call late evenings for appointments. This is on top of our Extended hours which is on a Saturday.

4.3 New recruits

We have three new doctors starting with us in August to cope with the demands as well as a new receptionist.

Dr Naeem Akuji, Dr Nafisa Farooq and Dr Catherine Gaynor will join us as a Salaried GP after successfully completing her GP Registrar training with us.

MPR thanked everyone for attending and concluded the meeting with date of next meeting agreed upon.

Date of the next meeting

Thursday 20th October 7pm WMP