

Minutes of PPG meeting held on Thursday 15th May at Woodgrange Medical Practice

Present:

Peter Rekkhaye (Chair) Caroline Brown (Secretary) Mr Charles Marina Duncombe

Jennifer Sheikh Nasima Patel Dr Patel Darshan Kaur Dr Parmar

Holly

1. Apologies

Ian Davies Rebecca Hemming

2. Minutes of the last meeting

The minutes were amended to include Jennifer Sheikh as present at the previous meeting

3. Matters Arising

3.1 Parking:

Dr Patel updated the meeting, he has spoken with one of the Councillors who has confirmed that the application is being processed, but may take some time.

It was suggested that the Newham Mayor should be invited to the surgery to understand the parking difficulties.

4. GP Access

There was a discussion regarding access to appointments, since this is a significant issue for the practice.

Dr Parmar confirmed that following an audit there were a significant number of patients who had visited the Practice in excess of 25 times a year and some with over 100 visits:

- National average number of attendances at GP per year 5.5
- Newham 10
- Elderly 13

It was confirmed that the high attendees took the equivalent of 3 wte GPs.

The practice is contracted for around 16.8 hours per 1,000 (including Drs, HCAs and nurses)

The practice is currently working at 28 hours per 1000.

There is a clear deficit which is not sustainable, particularly since the Government wants to decrease A/E admissions.

Recommendations

- Look at frequent attenders
 - Reduce the number of attendances each year

- Speak with them/write to them

In 2013 similar action was taken with particularly high attenders which did make a difference and their attendance reduced.

Concern was raised as a number of frequent attenders have family members who are also frequent attenders – children learning behaviour from parents.

There was a discussion regarding the process the Practice undertakes with frequent attenders ie identifying them and now writing to them regarding the consequences of their behaviour. Suggesting a limited number of appointments across the year and signposting to other options

Action

- Letter to be sent to frequent attenders, from PPG in support of the action by the Practice together with leaflets

PPG

5. DNA (did not attend)

It was confirmed that with new patients there was a 50% turnover.

The current policy within the practice is for a patient to be allowed 3 DNAs in a rolling year – this includes any appointment within the practice. Following the third appointment not attended the patient receives a letter warning them of the consequences. If a fourth appointment is missed the patient is written to again and they are asked to leave the practice.

There was a discussion regarding the policy many felt that it was too generous. It was agreed that the current policy would be monitored and revisited with data at a future meeting

6. CCG Meeting

MD had attended the meeting and reported back the discussions on Patient Satisfaction Survey. The feedback can be poor as often only those with strong opinions/experiences either way return the surveys which can skew results.

Dr Patel confirmed that this was a Government driven action and all had to do, it was noted that expectations in the area are very high, and sometimes impossible to meet.

7. Any other Business

7.1 A/E GP streaming service

It was confirmed that this had begun in November 2013 and feedback suggested that A/E attendance was down dramatically since then. More detailed reports would be available later in the year to see the success of this work

7.2 It was agreed that Noreen should be invited to a future meeting to outline the success of her groups and their impact too.