

MINUTES
Patient's Consultative Group Meeting
Thursday 12th February 2015
Farley Road Medical Practice

Present

Dr Jasper, Tracy Keogh Practice Manager

Members: Binman Ghosh, Noel Urwin, Kate Dawson, Martin Fidler, , *Brian Matthews, Robert Burtwell.* Brian Corbett, Sue Gifford, James Marro

Apologies for absence

Dr Cockell, Ann Curtis, Choi Kim, Linda Oram

Minutes of last meeting agreed– 13th November 2014

Chairperson – Tracy Keogh Practice Manager

Friends and Family Test.

As per NHS England policy from the 1st December 2014 we have been requested to set up the following survey. The practice has to ask would they recommend this surgery to Friends and Family. We have already had the survey up and running and have been able to collate feedback from our patients. Please feel free to leave your feedback either on line <https://www.iwantgreatcare.org/gpsurgeries/farley-road-medical-practice> or fill out a card at the surgery. We have put on the website each month's feedback for patients to see the comments we have had.

Development of PPG

PPG now has a specification from NHS England as to what is expected from the patient group. We now have to reflect practice demographics and we are missing younger group members and racial sections. We also have to come up with 3 ideas to improve practice, which there has to be an attempt to implement.

Suggestions - ELECTRONIC COMMUNICATION, DNA's and Telephone Access

This years practice survey was agreed at the meeting and it was felt that the questions and layout will not needed to be changed. The survey will take place for the whole month of December and the results will be published on line

We have a new member to the PPG who comes to us with a family and will be a valuable asset to the PPG as he will be able to give the views of the younger population and from a family perspective. We discussed at length the surveys that were carried out at the practice

Action – Practice Survey which was carried out in December 2014 had a very low response but the overall feedback was very positive about the practice, we looked at some keys areas and discussed these at length

84% was satisfied with the service we have offered, 16% gave no answer

42% were aware of the SMS text reminder service, 26% didn't and 32% didn't answer, **ACTION** we will keep actively promoting this service to the patients.

42% used the on line appointment system, 42% didn't and 16% didn't answer, **ACTION** again we will seek to promote the on line appointment system but we also need to fair to the patients who choose to ring in to the surgery.

53% are aware of our extended hours and 47% didn't answer,

ACTION again this is an area we will be promoting to the patients

73% were able to see the gp of their choice, we are aware that patients are not always able to see a gp of their choice but patients can be seen every day at the practice in the mornings.

The PPG felt that these were key areas and the practice have agreed to promote these services throughout the year.

We also discussed the GP Patient Survey Results 2013/2014 at great length, **ACTION** again the PPG felt that the practice has no issues relating to the results and to carry on with the excellent service we are providing to our patients.

The PPG have also decided that they would like to engage with other PPG's in the area and that they will make contact with them, they have also expressed that they would like to do their own PPG Newsletter which the practice fully supports

Practice Development

Go ahead has been given now for the planning permission for the practice to have an additional room upstairs which will be used for meetings and training at the practice.

On line Appointments

We have now increased this to 5 appointments per month

Mental Health

Mr Urwin informed the group that he has now stepped down as a governor and updated us all with the up and coming changes ahead.

Any other business

Contact Selsdon Community Group – the group have been producing newsletters which we are happy to distribute and they are also on the website for patients to gain further information about the services they offer. To date they are offering outings in 2015 to various places, Film and Cream Tea 2pm – 5pm and the Selsdon Hall, Carers' Counselling Service, Student Support who can pop round for a chat or are able to do some odd jobs, Information about Grants and Pension Credit. If you would like further information then please call 0208 651 4944, or look at the website www.selsdoncontact.org.uk

Patient Access

The PPG will be trying out the level of access we are going to be giving patients from the 1st April 2015. The practice wanted to see and gain feedback to see what types of questions would be posed to the staff in patients having access to their medical records on line.

ACTION The general feedback was very positive and we have agreed to give patients more access to their medical records. Any patient that has signed up to the on line appointments system will be sent a form to fill in to gain access to their medical records. Any new patient joining the practice will be given the form at point of registration and the form is also available on the website.

ACTION Due to the changes of patients having access to their medical records we will be contacting patients who are aged between 16-18 to inform them that they can use the on line appointment system and have access to their medical records as well.

Date of next meeting

4th June 2015 Farley Road Medical Practice @ 6.30pm