

Thamesmead Medical Associates

Minutes of the Patient Participation Group Meeting

Date: 3rd December 2016

Time: 11: 00hrs

Venue: Heronsgate Medical Centre

In attendance

PPG Members

J Cole, M Martin, P Ohene – Djan, C Lawrence, C Watson, S Evans, L Lings, F Olomo, J Adewole, W Walker , I Obiorah, P Woof , L Wilmott

Practice Team

Dr Lia Cristofoli – Senior Partner

Tinashe Magwenzi – Practice Manager

Meeting was chaired by Dr Cristofoli

Meeting started with introductions of all members and welcome by Dr Cristofoli, all members agreed the aims of the meetings.

- To represent all other patients that use the services
- Being a voice for others / Patients views
- To get patients view and to contribute on how the services are run
- To improve and making things better / to improve patient experience

All members present came up with a mission statement for the PPG which was agreed by all present

PPG MISSION STATEMENT

The PPG aims to represent the voice of patients to support improving the delivery of services and wellbeing of patients

The members agreed to have ground rules for the meetings going forward which were

- Confidentiality
- No Personal information to be discussed in the meetings
- Respect each other's views
- Chairperson for each of the meetings will be chosen from the members and all members must respect the chairperson – Member JC agreed volunteered to be the chair for the meeting which was agreed by all.
- Fun

The members present were divided into 2 groups to discuss and come up with an agenda for the day, Dr LC and TM also joined the groups. After 20 minutes the groups merged to bring the different items to contribute to the main agenda which was agreed by all as the focus issues for the meeting.

Items brought forward to the agenda

1. Heronsgate Medical Centre vs. GALLIONS Reach – Patient experience (Reception)
2. State of the building - GALLIONS Reach Health Centre
3. Improving experience for Children whilst visiting the Practice
4. Access
 - Access opening and closing hours
 - 8am call for appointments
 - Over and after bank holidays
5. Reception staff

Improving patient experience for Children

One member suggested that the Practice may want to consider different ways to improve children experience when they visit the Practice. I.e. buying extra toys and improving children's waiting areas. Dr LC responded and highlighted health and safety concerns especially around infection control as there will be sick children and having toys is risk to other children- all members of the group agreed with this. However the Practice may also want to consider having children's programmes on practice TV, s in the Practice which may also be educational for the children.

Patient Experience between Heronsgate and GALLIONS Reach

Some members spoke about the different experiences they have when they visit Heronsgate and Gallions, with preference given to going to Heronsgate instead as they feel cared for and the reception staff are more welcoming.

Other issues that members suggested for the management to look on, Visual information for disabled patients, Hearing impaired communication.

Improving information for patients on notice boards – One member volunteered to come and work with the Practice to improve information boards.

Information on TV Screens.

State of the Building – GALLIONS Reach Health Centre

Dr LC addressed the problems with the GALLIONS Reach Health Centre – She gave a brief summary of the plans to revamp the Health Centre following a recently approved bid to improve the structure- the management will keep the PPG Updated on progress of the project. Members present were also notified of how difficult it is to make any changes to the building as it is not a practice property. Members present appreciated this information as they were not aware of this.

Bloods waiting area – Members expressed concern about the waiting area and access for wheelchair users, the poor lighting in the area.

Confidentiality – members expressed concern that sometimes at Gallions you can hear other people's conversations with Doctors in the rooms, members suggested to get a radio in the waiting area to avoid this.

Access – 8am call for appointments, Access over and after bank holidays, Opening and Closing hours.

- The members asked whether it was possible to have GP, s work early morning and late nights to help people that work. I.e. 1 day a week start at 7am, the management will explore on this and report back to the members on the next meeting.
- More information on posters and practice website that can tell patients where to go instead of having to ring the Practice for everything.
- More information on the phone system which may allow other patients to know where to go instead of waiting on the phone.
- Telephone access has been an issue since the Practice changed to one phone number, all members present agreed with the old system of calling a different number for other things like cancellations results etc.
- Members present all agreed that ringing the practice in the morning at 08:00 is quite difficult as the phone lines are busy and by the time you get through the appointments will have all been booked by other patients
- One member suggested if the Practice can have social media page.
- Bank Holiday access – Dr LC gave information to the members present on how to access services during bank holidays, more information will be given on Practice website and posters regarding bank holiday access. This information will also be available on the phone system nearer to bank holiday times.
- Doctor LC – spoke about the awareness of the Emergency Doctor System, members present would prefer if there can be more awareness of this.
- Sometimes Clinicians run late – Dr LC responded to this and will be encouraging all clinicians to try and keep to time, unfortunately sometimes there are circumstances which maybe beyond control, Reception staff are usually good in communicating to patients informing them clinician is running late.

One member who is a Positive Steps advisor at Lakeside Health Centre gave a brief summary of project and offered to do the same for the Practice. – All members agreed that this will a good project to run at the Practice as it may answer a lot of questions and improve access.

DNA, s –

- Members present were given information on the number of DNA, s for October and November 2016.
- PPG agreed to put sanctions on DNA, s. i.e Removal of online emis access to book appointments, Practice to consider how many missed appointments before removal from the Practice, members present were of the opinion that more than 3 DNA, s before removal is too generous.
- One member suggested if the Practice can have a mobile phone number for patients to text if they cannot attend.

Meeting ended at 12:30 with all members present agreeing the next meeting date as the 28th January 2017 @ 10:30am

Action Plan from the meeting

1. Management will look into the DNA Policy and consider what sanctions can be made following repetitive DNA,s
2. Member CL will meet with the Practice manager to discuss a way forward regarding positive steps
3. Member CW will plan to meet with the Practice Manager in the new year and help with posters in the Practice
4. Practice Manager will look into getting a radio so patients cannot hear other patient's consultations and TV screens for information in reception areas.
5. Management will look into the possibility of having different numbers for other services separate from the appointment line
6. Management will look into the possibilities of having a practice social media page for information.
7. Management will look into changing the bloods waiting area or changing the room for better access.
8. Management will look into the possibility of an earlier start once a week to accommodate the needs of workers.
9. Management will look into the issues around the 08:00 same day calling for appointments and see other changes that can be made.
10. Management will look into staff training to help with patient experience
11. Management will look into the text messaging service to remind for appointments
12. Management will look into having a mobile phone for the Practice so patient can text if unable to attend.

