

PPG - Patient Participation Group MeetingFriday 28th June 2019 - 1.00pm**Parties Present**

Facilitator: René Mehta (RM) – Practice Manager, Sharon Castello (SC) – Reception Manager, Tessa Eveleigh (TE) - Receptionist

Patient Members

Jane Salmon (JS), Bernard Bain (BB),

Apologies

Irene Payne (IP)

2 Re-establishing the PPG

RM thanked everyone for attending today as we try to re-establish the PPG here at East Street. Lack of consistent attendance had seen interest in the group slow down previously. IP is keen to see what can be done to get the group back up and running. She has offered her services to lead and administrate. She has been attending the Locality PPG meetings where representatives from other Southwark GP PPGs get together. She was particularly keen to discuss patient access to the surgery. JS noted that the weekday open surgery is marvellous and especially well liked by the patients as it offers same day access to a clinician. RM noted that the surgery also has eConsult services now so patients can access a clinician online and get a response within one working day.

RM asked the group if they would like to hear from guest speakers regarding particular health campaigns or local services such as Pembroke House. The consensus was that this would be a good idea. RM will speak with colleagues from other local practices as having guest speakers might work well at the new Walworth Living Room at Surrey Square - **ACTION**

There was a short discussion on running a virtual PPG by email as an example of increasing access to the group.

RM noted that Terms of Reference for the group have been shared previously and it would be wise to look at them again – **ACTION**

JS noted that the posters for the PPG should have some information on benefits of joining the PPG – **ACTION**

3 National GP Patient Survey

The National GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over two million people across the UK. The results show how people feel about their GP practice: <https://www.gp-patient.co.uk/practices-search>

The Survey has been designed to give patients the opportunity to feed back about their experiences of their GP practice. The survey asks about your experiences of your local GP practice and other local NHS services, and includes questions about your general health. The survey includes questions about a range of issues, such as how easy or difficult it is to make an appointment at your practice, satisfaction with opening hours, the quality of care received from your GP and practice nurses, amongst other things.

The Survey is usually posted to a random sample of patients in January each year and the results are published in July. Last year for East Street, 421 Surveys were sent out and 80 were returned which is a 19% completion rate

RM presented a written paper of the results from the latest survey (2018). It would be good to compare this performance with the 2019 results which should be due out next month.

The 2018 results showed that East Street scored higher than or equal to the Southwark average in all areas except 1 (62% of those who responded waited 15 minutes or less after their appointment time to be seen at their last general practice appointment compared to a local average of 65% and a national average of 69%).

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Among the highlights

- 81% find it easy to get through to this GP practice by phone
Local average: 73% National average: 70%
- 90% find the receptionists at this GP practice helpful
Local average: 88% National average: 90%
- 86% are satisfied with the general practice appointment times available
Local average: 61% National average: 66%
- 98% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment
Local average: 95% National average: 96%
- 93% felt their needs were met during their last general practice appointment
Local average: 93% National average: 95%
- 89% describe their overall experience of this GP practice as good
Local average: 79% National average: 84%

4 Patient Engagement / NAPP / FFT (Friends & Family Test)

The FFT was introduced a few years ago and is based upon the premise of how likely a patient is to recommend a surgery to their family and friends. The practice sends out texts to all patients with a valid mobile phone number who are seen for an appointment here. The practice continues to perform well in this type of feedback.

The group looked at the June bulletin from the NAPP (National Association for Patient Participation). JS asked if the bulletin could be shared electronically so that some of the weblinks could be checked – particularly the ones related to successful initiatives run by other PPGs - **ACTION**

5 Any other business

There was a wider discussion about the premises and ideas about refurbishment. JS noted that the boxes at reception do look unsightly. RM said that they are only placed there temporarily while the surgery sources cupboards to put the contents into.

JS suggested a better opening mechanism for the entrance doors would be very practical, as would headsets for the phones at reception so that the staff could have their hands free for the computers – **ACTION**. RM noted that any significant changes to the front door might require a grant from the NHS due to potential costs involved but it's certainly something worth exploring.

JS noted that not all local residents are registered with a GP. She felt that a flyer encouraging/reminding people to register with their local surgery could perhaps be sent out with council tax notices. JS is a local ward councillor and will investigate this idea further.

Date of Next Meeting

Friday 13th September, 2019 at 2PM at the Walworth Living Room - All Saints Hall, Surrey Square, London SE17 2JU

Actions

Ref	Action	Lead	Date due	Comments	Status
28062019-1	Guest speakers for future PPGs – possible coordinated with other surgeries	RM	31/08/2019	RM will discuss with managers at nearby surgeries	Open
28062019-2	Share the current Terms of Reference for review at next meeting	RM	09/08/2019	Make the language more patient friendly	Open
28062019-3	Share the NAPP bulletin via email	RM	09/08/2019	Email bulletin with minutes of this meeting	Open

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28062019-4	Check with telephony company which headsets might be compatible	RM	31/08/2019		Open
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