

Kingsmead Healthcare



KINGSMEAD HEALTHCARE PATIENT PARTICIPATION GROUP Agenda & Minutes 23 May 2017

Agenda

1. Present & Apologies For Absence
2. Minutes of the Last Meeting & Matters Arising
3. Friends & Family Test Results
4. Updates on Ongoing Work Strands
5. New Work Strands – Patient Driven Initiatives
6. Patient Suggestions
7. News from the Practice
 - City & Hackney Practice Network
 - City & Hackney CCG & GP Confederation
 - Department of Health & NHS England
8. Out of Hours Service
9. Staff Updates
10. Pharmacy Updates
11. Any Other Business
12. Date of Next Meeting

Minutes

1. Present: Mrs. C. M
Mrs. B. M
Mr. R. B
Mr. B. E
Mr. S. M
Mrs. S. S
Mrs. S. H-W
Mr. P. W
Mr. A. F
Ms. H. C
Miss. S. K

Apologies for Absence: Mr. D. S

Mrs. Stevens welcomed all members of the Kingsmead PPG Meeting.

2. Minutes of the Last Meeting & Matters Arising

The minutes of the last meeting dated 15 February 2017 were reviewed and accepted as a true reflection of the proceedings.

3. Family & Friends Test

The result of the FFT monthly survey continues to reflect a very positive patient experience of the Practice's services. The cumulative monthly totals (April and May 2017) were as follows:

April and May 2017	Total Number of forms submitted	42
	Those EXTREMELY LIKELY to recommend	64.28%
	Those LIKELY to recommend Practice to F & F	35.72%
	Those NEITHER LIKELY NOR UNLIKELY	0
	Those UNLIKELY to recommend the Practice	0

4. Updates on Ongoing Work Strands

- a. Poster for recruitment to PPG already on display in reception
Current methods of engagement with PPG
Face-to-face
Telephone
Advertising in the waiting area
Practice NHS Choices website
Practice website
Patient Newsletters
Digital Patient Call System
Notice in the Practice Leaflet
- b. GPs, HCA and nurse will continue to encourage patients to undergo a NHS health check or at least have their fasting blood sugar – HbA1c and cholesterol levels checked
- c. Patients using A&E and other Out-of-Hours services will continue to be sent advisement letters
- d. The name of the quarterly (previously six-monthly until March 2017) Practice newsletter had been changed to 'Kingsmead Patient Newsletter' and officially supported by its PPG instead of the adoption of the original idea of naming it as 'Kingsmead PPG Newsletter'.
- e. To improve uptake of signing up for online services (making appointments, requesting repeat medication and viewing a limited range of personal health records)

5. New Work Strands – Patient Driven Initiatives

- a. To review ideas and suggestions on how to improve access to patients

One of the seven core requirements for improving access to general practice services is to:

- ensure services are advertised to patients, including notification on practice websites, notices in local urgent care services and publicity into the community, so that it is clear to patients how they can access these appointments and associated service; and
- ensure ease of access for patients including all practice receptionists able to direct patients to the service and offer appointments to extended hours services on the same basis as appointments to non-extended hours services, and patients should be offered a choice of evening or weekend appointments on an equal footing to core hour's appointments.
- eConsult service option should also be explored

The Practice will review the current range of communications activities, in addition to information on developing a communications plan, identifying local target audiences and other stakeholders.

- To encourage patients to provide their view of the Practice services as a comment on either or both of the websites
- The engage those patients who are eligible for social prescribing
- Organise a patient survey in Q3 of the year

The Practice currently collects data from patients using the following channels:

Friends & Family Test Feedback

Comment cards

Extended Hours Feedback

Feedback from patients for their experience of specific services such as NHS Health checks, phlebotomy, post-operative wound care, Time to Talk (Cancer), Duty Doctor, Maternity and Young People with long term conditions

Patient comments on websites

<https://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=37476&SortType=1#cmnt2045925>

https://www.google.co.uk/search?rlz=1C1WPZB_enGB697GB697&ei=4IjLWpSSLqv_gkgWz2aPIBw&q=kingsmead+healthcare+&oq=kingsmead+healthcare+&gs_l=psy-ab.3..35i39k1j0j0i22i30k1i7.2197.4043.0.4365.11.11.0.0.0.84.636.11.11.0...0...1c.1.64.psy-ab..0.11.632....0.viSebHfwaVA#lrd=0x48761d0f4c34ee4b:0xf7a0847ce62327c8,1,,

Suggestion box

Patient Complaints – verbal and written

PPG meetings minutes and feedback

Verbal and written feedback from patients to any member of the Practice team

Indirectly from national patient surveys the results of which are published on the NHS Choices website directly by NHS England.

- Base quarterly letters not just on Practice and patient matters but widen the range to include information on main local health action activities
- There is news that NHS Wi-Fi may be made available to Practices in the course of the year

- g. The Practice should add the catchment area map on the website for the benefit of patients who are looking for a new Practice
- h. The Practice team will look at ways of reducing waste of repeat medications through a multi-pronged approach, including increase in awareness of patients.

6. Patient Suggestions

As above.

7. News from the Practice

City & Hackney Practice Network
City & Hackney CCG & GP Confederation
Department of Health & NHS England

Nothing to Report

8. Out of Hours Service

Nothing to Report

9. Staff Updates

Dr Chopra is due to go on maternity leave sometime in June 2017. The Practice will use locums for the one year period that she will be away.

10. Pharmacy Updates

The two main pharmacies, Silverfields and Bees, will be closely engaged in helping with the project of reducing waste of repeat medicines and patient education.

11. Any Other Business

Nil.

12. Date of Next Meeting

11 July 2017 at Kingsmead 1.00 PM

Patients are encouraged to attend.

Notice for the meeting will be posted on the website, in the newsletter and in the waiting area.