

Kingsmead Healthcare



KINGSMEAD HEALTHCARE PATIENT PARTICIPATION GROUP Agenda & Minutes 18 September 2018

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 (Chairperson)
Mrs. B. M
Mr. A F
Mr. B. E
Mr. S. M
Mr. D. S
Mrs. S H-W
Mr. P W

Apologies for Absence: Mrs. H W, Mr. R. B, Mrs. S. S

The chairperson welcomed all members of the Kingsmead PPG Meeting.

2. Minutes of the Last Meeting & Matters Arising

The minutes of the last meeting dated 16 May 2018 were reviewed and accepted as a true reflection of the proceedings. These were signed off by the chairperson.

Mr. D S reported that it was a pleasure to see predominantly positive reviews on the NHS Choices website. There was one female patient who had complained by writing a bad review on the website. She was invited to meet the GP and the matter was resolved quickly and amicably. Thereafter she withdrew her comments by deleting them.

3. Friends & Family Test Results

The monthly data from the FFT (Friends & Family Test) continues to be strongly upbeat, reflecting a very positive perception of the Practice and its services.

The FFT responses for the months April 2018 to August 2018 were as follows:

April	16	12	Extremely Likely	4	Likely	
May	18	12		6		
June	14	8		5		1 Neither likely or unlikely
July	20	11		9		
August	20	11		9		

The PPG felt that even though the number of respondents was small, the consistency of positive reviews and recommendations was praiseworthy.

4. Updates on Ongoing Work Strands

The current structure of the Well Baby clinic had been reviewed by a GP and Mrs. S S and they concluded that it was not possible to provide pram parking without creating hazards for other patients. The timing of the clinic and the way it was run was discussed with the HV Mrs. N T and her team expressed satisfaction with the way it was managed, taking into account the time limit and high demand. Under the present circumstances, it was not possible to expand the service to include another session.

5. New Work Strands – Patient Driven Initiatives

The option of running a dedicated asthma – COPD clinic was also assessed by a GP and the PM and a perfunctory small scale time and motion study indicated that it would not be an efficient way to manage such patients. There was some 90 COPD and 280 asthma patients most of whom are well managed opportunistically with the help of the specialist nurse and ACERS. The dedicate time to a clinic where attendance would be at best variable, the opportunity cost of such a clinic would be high.

Similarly, for health & safety reasons particular to the Practice (in the way the waiting area is laid out and the quality of the flooring) it was decided against installing a water dispenser. It was also felt that the carbon foot print of such a device is large, not to mention the wastage by children and patients alike.

6. Patient Suggestions

Patients have found the newsletter to be a very useful device for information, especially in the paper form, as a significant majority of the older patients do not have the wherewithal of accessing online services. The Practice will endeavour to produce quarterly newsletters.

7. News from the Practice

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

The local GP Confederation and the CAHCCG have created a 'hub' system of Practices as a way of increasing access to GP and Nurse services for all patients registered with a GP in City & Hackney. From 1.10.18, patients would be able to attend designated Practices during hours when many Practices are closed to them. This is also a way of avoiding misuse of out-of-hours services, especially the local A&E departments.

Discussions are also taking place around the creation of 'neighbourhoods' based on traditional NHS geographical divisions, to see how services and access can be improved for patients within each of them. This is not necessarily the same as developing services and access for all patients within the City & Hackney area as demand of services varies from one neighbourhood to another. The entire Practice team attended the first neighbourhood meeting on 24 July 2018 at St. Joseph's Hospice and many new ideas for collaboration were made, which is being assessed by the GP Confederation and the CCG.

8. Out of Hours Service

As per Item 7

9. Staff Updates

The Practice very pleased to have Dr. Chopra back from maternity leave. This is especially welcome for female patients and children who tend to gravitate to her clinics.

10. Pharmacy Updates

There was still no news on the proposed withdrawal of funding for Pharmacy First by NHS England.

11. Any Other Business

Mrs. H C wondered if it was at all possible to expand the range of services currently being provided at the Practice, without being specific as to what she had in mind. D S suggested that the Practice already had a Heart Failure Nurse clinic, a Diabetes dietitian, a diabetic specialist nurse, a CPN and a family therapist. She then wondered about physiotherapy and chiropody as possible choices but considering past experience of poor and erratic uptake, it was not feasible to have such NHS services in primary care.

12. Date of Next Meeting

13 November 2018 at 1.00 PM Kingsmead Medical Centre

Patients are encouraged to attend. Notices for the meeting date will be posted on the website, in the newsletter and in the waiting area.

Proposed PPG Plan for 2018-19

The following items remain to be addressed from the original plan agreed for 2018-19 in march 2018.

1. Every newsletter should highlight the fact of increasing participation of patients as there was a sense of stagnation. It was felt that recruitment of patients to attend PPG meetings was better dealt with by the receptionists as they see regular patients and can encourage them to attend the PPG meetings.
2. The Practice must urgently review patient access management in the light of increasing competition from agencies such as GP Hand.
3. The PPG and the Practice must review approaches by which to get more patients to attend NHS health checks. The issue of payment for only a fixed number of screenings per year by the local GP contract managers should be highlighted to the CCG and GP Confederation.
4. More and more patients should be signed up for using online services. Currently 22% of the Practice population are signed up although the active users are fewer in number.
5. The PPG-Practice should actively consider the use of music in the waiting area.
6. The Practice should advertise through posters and newsletters as well as on the websites about the new extended access service available at Hib Practices in City & Hackney.
7. The Practice should consider increasing the number of appointments available online.
8. The Practice should purchase MJog or iPlato to contact patients through texting.
9. Monitoring waiting time to improve patient experience – this was reviewed and found to be not so helpful in terms of cost-benefit. It would be more appropriate to review patient access in order to maximise it at all possible times. This will be a target in 2018-19.
10. Caring for the carer – to provide information leaflet and displays to help all carers register themselves officially with Hackney Carers Centre and on the GP record of the patient they care for.
11. Discuss annual Complaints report