

## **Report from the Patient Participation Group Meeting of 16<sup>th</sup> May 2017**

At the meeting held on 16<sup>th</sup> May 2017 the following subjects were discussed:

### ***Matters Arising from the meeting held on 7<sup>th</sup> February 2017***

- The practice manager confirmed that the figures in the National Patient Survey were correct.
- The practice manager said that hub appointments were being publicised in both waiting rooms, on the practice website, the NHS Choices website and in the practice booklet.
- The practice manager wrote to the IT Department at Bromley Healthcare regarding data security.
- The practice had obtained quotes to re-decorate the whole of the interior of the surgery building. These quotes were extremely high and more quotes are being sought.
- There was a discussion regarding the magazines in the waiting area; these are now in better condition and more up-to-date, and there are more magazines aimed at men.

### ***Issues raised***

#### *The new Open Access system*

There was a discussion about how the new open access system was working. As agreed at the last Patient Participation Group meeting, patients booking on-line are not able to book the earlier appointments. These are reserved for those arriving at the door at 8am. If all the appointments are taken (so far this has happened on only 2-3 occasions) patients were then triaged in consultation with the Duty Doctor and, if needed to be seen, were put into an "overspill" clinic and seen by the Duty Doctor.

The group requested that another doctor to be present at the meeting if Dr Sharma is not available

#### *Friends and Family Test analysis*

Friends & Family Test forms are given out at reception and are given to all the patients attending a particular session. This produces a random cross-section of patients. IS asked if all the 'Don't know' replies should be taken out of the analysis, as with these will show a lower percentage of people who would recommend the LLC. The practice manager explained that all the responses have to be submitted to NHS Digital. This is a national survey specified by NHS Digital, and it is a requirement for practices to do it.

The practice manager advised the analysis can be viewed on the NHS Choices website relating to this practice.

#### *Local Care Records*

The practice manager explained how this works and how doctors and other staff can access hospital letters from the local hospitals electronically before the hard copy letter is received. The Local Care Record also includes information on past and future hospital appointments.

Members of the group asked for all patients to be given a copy of any referral letter done by the practice as it would be helpful when chasing an appointment if it's not received. The Operations Manager explained how some patients may worry and not understand the contents of the letter and maybe require further contact with the doctor to explain the contents. The chairman thought it could be problematic for a patient seeing a referral and could do more harm than good. He suggested they be made available on request.

### **AOB**

The practice manager showed the group a booklet on Patient Participation Awareness Week. The group asked for a staff meeting with them to discuss positives and negatives.

### **Action Plan**

To raise the National Patient Survey results again at the next Partnership Meeting  
To ask the partners if they can provide a substitute for the GP lead when she cannot attend the Patient Participation Group meeting.  
To ask the partners if referral letters could be copied routinely to patients  
To see how the London Lane Clinic's Friends and Family Test results compare with other local practices  
To ask the partners if a meeting could be held between the PPG members and the staff

To be actioned by the practice manager