

THE GADHVI PRACTICE

Minutes of the PPG

Meeting 22nd of January 2018

People presents at the meeting:

Mrs JG patient

Ms SR – patient

Mr EA - patient

Mrs TG patient

Mr DG –patient

Mr DD –patient

Mrs SL – patient and chair of the PPG meeting

Dr AP- general practitioner

Mrs MW – practice administrator

Ms ML-receptionist

The introduction to the meeting was done by MW our practice administrator.

Healthwatch Hackney visit.

They visited us on the 5th of June 2017. Patients said they had to wait too long to book a routine appointment.

Moreover they were unhappy that Dr. M. Gadhvi had retired. (his retirement was planned for March . However he stayed till July.

We do understand their frustration at not being able to book an appointment with two weeks. However if any patient was urgent they were seen on the day .

During June the practice had senior partner Dr. Pathan and locums .

Our new partner Dr. Ushma Gadhvi was away on Annual Leave .

Our Situation changed change in September . The practice employed a new salaried doctor. Who works full time alone side our two partners and our permanent locum.

The Gadhvi Practice are holding a three way meeting with participation of the CCG, Healthwatch, Dr. Pathan, practice manager and administrator in order to discuss comments which we felt were incorrect

Prior to this meeting our practice is going to hand out to questionnaires to our patients. The questionnaire was initiated by Mrs SL. PPG member. Practice staff has approved this survey.

It is aiming to evaluate the satisfaction of our patients related to our service and will be published on our website and on the board in the waiting area twice a year.

Telephones

One patient said they were still unhappy all the rest were pleased with the improvement .

Patients are pleased with the on line bookings as well

Reception

Patients commented

Patients are pleased with the improvement in the practice

**Family action service employed by Homerton Trust .
Seeing patients in our practice**

This service very successful at our practice.

Helping people for the last few months with housing issue, mental health, physical /emotional abuse.

Non-clinical navigators

Dr. Pathan spoke about a new service called "**Non-clinical navigators**". Unregistered patients will be able to register direct (immediate& direct service- i.e. pregnant woman).

Dementia poster

In waiting area on the right side of our electronic board. Giving patients more information on how to get help and support they can access for themselves or family members.

Infection control visit

Our leads in the practice for infection control are Myra Ward & Dr. AH Pathan.

The practice had an inspection visit in December 2017 results showing a score of 98% compliance.

Friends & Family

For the last year and a half we are running a survey called **Friends and Family**. Through this survey we are encouraging everyone to speak with us. The results of the survey are discussed once a month on our practice meeting.

Patients can also complete this survey on our Web site

Patients Participation Group

If any of our patients would like to interact with PPG members than he/she can live a note on our suggestion box in reception.

Question on action of electronic letters

Mr DD was asking about who should act on electronic letters received from Homerton.

Dr. Pathan explained that once we receive electronic results

That document is seen and processed by patient designated doctor.

2017-2018 financial year.

our practice received a funding from CCG in order to improve the services to our patient s

The practice is would like to use the funding to replace a couch in the nurse room.

Buy a phlebotomist chair.

Install a patient self arrivals touch screen opposite reception desk .

Patients can self arrive . Patients information such as Smoking/Alcohol Ect would automatically update to their records.

Children in City & childhood vaccinations

A new service improving access to vaccinations for children in Hackney & City is offered by City & Hackney GP Confederation .

This programme will improve vaccination rates across the local area and ensure local families can access immunisations at times and locations that work well for them.

Please call us and ask for a referral if you wish to attend any of these clinics .

Pharmacist

We have a pharmacist designated to our practice.

Anal visits this practice every two months in order to do an audit regarding wastage of medication.

If the practice

is spending over budget 5% then the penalty is 10%.

Prescribing

Vitamin D . Patients with deficiency of vitamin D can buy over the counter.

CCG are in discussion to stop prescribing multivitamins, cold sore treatment, and some creams.

this moment members of the CCG have raised an objection to this preliminary decision.

Our next PPG meeting is on the 23rd of April at 6.30pm in Gadhvi practice.