

Earlsfield Practice Minutes

April 20th 2016 18.30pm

Attendees: S Trivilas, J Bell, J Rogers, T Spalton, P Dong, Peter Westland,
Dr N Bamford, K Pace Practice Manager

Matters from the last meeting arising.

None

Dr NB presented a letter from a patient who commented on how laborious it is to navigate around the website, especially to fill in forms on it.

Unfortunately the practice has no control over the software or network (N3 network security). It is a very large network with over 1,000,000 end users and is built on its robust security measures to protect patient data but the downside can be that it is arduous to use.

New phone system

At last the upgrade to our telephone system has been completed.

There are new features that allow call queuing and the caller will be informed of where they are in the queue.

Call recording will enable us to record and assess interactions between staff and callers. This process is used for staff training and development,

The nurse line for test results is active between 12.00-1pm daily.

Waiting room

Mrs Bell has kindly offered to refresh our posters and leaflets in the waiting room in the autumn and her help will be very much appreciated.

Flu invitations 2015

The feedback is that the flu invites were not very successful in 2015 as patients either did not receive an invite or the invite was very late in reaching them.

The plan for flu invitations in 2015/16 was to send SMS messages to patients via their mobile phone and for those who did not respond a phone call would ensue. If the patient only had a landline number we would phone them and only as a last resort a letter would be sent out.

We will review the flu recall system for 2016/17 to ensure patients receive their invites in good time.

PPG's

Patient Participation group members are on the increase on the whole and as with all patient groups the Earlsfield practice is always looking to recruit new members to ensure a representative group. We discussed how we can appeal for new members for the group.

Recruitment of Salaried GPs

As the patient group is well aware there is a national shortage of GPs. The Earlsfield Practice has been adverting for a salaried GP for some time now and continues to do so. There has not been a great response to the adverts so far.

Patient Online services

Patients registered at the Earlsfield practice have been able to access various services online since 2012 such as booking appointments, ordering prescriptions and viewing parts of their medical records including medication and allergies.

Now patients will be able to access more of their medical records, including illnesses, immunisations and test results. These can be accessed any time, day or night without the need to print them off,

The security is very similar to online banking. In most cases, you need to register in person and with a photo ID at your GP surgery to get started, you'll then set a personal password and PIN. It is your responsibility to look after and protect your own login details.

Practices are being urged by NHS England to offer 70% of appointments online. The practice already offers 40% of appointments online and will try again to offer healthcare assistants (HCA) and nurse slots online as some appointments will take 10 minutes and other require longer appointment times.

The patient group agreed to the practice offering more online availability of appointments to reach the 70% target set by NHSE whilst remembering that some patients preferred method is contact by the telephone.

Diabetic Retinal screening

The diabetic retinal screening is no longer hosted at St Georges Hospital but it is working well over at venues over 4 boroughs.

Guest speaker

It was suggested that would be a good idea to invite a guest speaker along to the next PPG meeting and invite other patient groups to ensure a good turnout. Maybe one of the 'Seldom heard' groups could be invited for instance, homeless people or substance misusers.

AOB

Wandsworth Hub

The patient group were interested in finding out what the Wandsworth Hub is about.

The Wandsworth Wellbeing Hub can put people in touch with support services, self-help groups and activities available in the local community.

Please click on the link below for more information about the Hub.

http://www.wandsworthccg.nhs.uk/localservices/Wandsworth%20Hub/_vti_bin/spsdisco.aspx

Next meeting:

September 2016