

PPG meeting Minutes Tuesday 7th November 2017

Present: Dr Sarah Freedman (GP Partner), Alexandra Sarnie (PG Rep) Fintan O'Connor (IC Deputy Present for Education & welfare Rep), Jacque O'Connor (Practice Manager)

Apologises: Dr Savvas Saouros, Dr David Payne(IC Wardens), Lynnette Easterbrook (RCM)

Results of NHS England Annual survey 2017

JOC explained NHSE sends via post an annual satisfaction survey to our NHS patients, this year 391 surveys were sent, 29 surveys were returned to them , completion rate was 7%.

What we did best:

80% of respondents usually wait 15 minutes or less after their appointment time to be seen. The **Local average (CCG) 60% National average 64%**

97% of respondents say the last GP they saw or spoke to was at involving them in decision about their care.

Local average (CCG) 98% National average 82%

98% of respondents find it easy to get through on the surgery by phone.

Local average (CCG) 83% National average 71%

What areas we can improve in:

65% of respondents are satisfied with the surgery opening hours.

Local average (CCG) 73% National average 78%

79% of respondents find the receptionists at this surgery helpful

Local average (CCG) 84% National average 87%

91% of respondents had confidence and trust in the last nurse they saw or spoke to.

Local average (CCG) 96% National average 87%

Results of IC Survey

We discussed the results of our recent survey and the comments from patients.

Family & Friends Test Results

On average for September 93% of our patients surveyed are likely or extremely likely to recommend us to a family member or a friend.

We discussed ways we are trying to improve the services we offer to our patients.

- All the timetables and clinical timetables are regularly reviewed.
- The reception team have undertaken mindfulness courses in addition to their customer care on-line annual models.
- The daily nurses triage clinic hours have been increase by 30 minutes per day and the start time changed to 8.30am.
- We will have extra doctor appointments available from January.
- We offer out of hour's appointments to patients at other GP practices both evenings and weekends to 3 local practices.

Staff Changes

Dr Irene Weinreb retired at the end of September.

Dr Sarah Freedman became Senior Partner following Dr Weinreb's retirement.

Dr Irene Meng is not returning from maternity leave as she is moving abroad.

Dr Sana Al-Hadithy will be returning from maternity leave in January 2018.

Dr Emily Thompson will become a permanent SGP from January (she was currently a long term locum covering maternity leave)

Chris Lampard joined the practice as a Psychodynamic therapist in September.

GP registrars

Dr Hardeep Hunjan has returned from maternity leave, both Dr Hunjan and Dr Alex Drake are with us until August 2018.

Locums

We currently have Dr Cath Games and Dr Zuhaib Keekeebhai covering long term locums for maternity cover.

Exam Workshops

SF reported the next 2 workshops are 16th and 23rd November, FO said he would try and circulate the information. SF has contacted Collegebut hhas not had confirmation if they have disseminated the flyers to the students and the department's heads.

Other Services

SF advised that she has secured funding for additional non- NHS funded services to continue for the following year.

- Additional hours for Dr John Meehan – psychiatrist
- Polly McDonald – Life Coach Counsellor
- Some additional psychotherapy hours

Interruption of Studies

It was felt there was still not a clear process for students to follow and it was agreed that a formal process would be in the best interests of everyone. It was also felt a buddying system would be useful for students returning to studies and help them find out what services and resources are available for them.

Times of Meeting

JOC would send out some dates and times with the minutes of whether we should change the meeting times.