

Earlsfield Practice Patient participation meeting 25th August 2015

Attendees: PDong, N Baggs, B Burke, A Forkin, S Steer, J Rogers, L Gee, M Box

Apologies: T Spalton,

New Website

NB asked the group if they had been on our newish website. Not all of the group had been on the website but those who did gave their approval.

JR asked if there would be updates such as when the flu vaccines would be available. NB said that the site needs updating regularly and that there are various updates to be done soon such as the flu clinic dates and the new vaccines that will be available in September.

PD said that he would like to receive updates and it would be useful to send out emails informing you of updates.

Closure of the Travel clinic

KP said that it had been almost two years since the Earlsfield practice had closed their travel clinic and our patients have not been inconvenienced by the closure as there are other Travel clinics in the area that provide travel vaccine and advice.

Online Access

Patients have been able to book appointments and order repeat prescriptions online for some time now.

It has recently been made possible for patients to access parts of their medical records online. Patients need to make a formal application in order to access them by producing photo identification on request.

A secure log-in and password will be generated for the applicant and should be kept safe as any other password would be.

New Ultrasound service (Physiological Measurements Ltd)

PML is an ultrasound service that has been accredited by Wandsworth CCG to provide a community diagnostics service across the UK. They support the local health network by allowing hospitals to use their scarce resources to look after more unwell patients while PML provide a community service in local GP practices working in partnership with GP's.

The partners at the decided to provide a clinical room for the ultrasound service at the Earlsfield Practice once a fortnight as it would cut down on waiting times and many types of scans could be done locally here at the surgery.

It did not start off without some teething problems, such as the particular Sonographer that carries out the ultrasound cannot do muscular skeletal scans and we were not informed of this until they had started running the first clinic at our practice.

To prevent our patients from being inconvenienced providing they agree, clinicians will refer our patients to PML but at another surgery within the Wandsworth locality.

The feedback from patients has been positive as they find that once they have been referred they receive an appointment usually within two weeks and they would much prefer to come to the familiar surroundings of the surgery whenever possible.

In House NHS Physiotherapy Service

We have recently been approached by an NHS physiotherapy service who would like to use a room at the surgery to deliver this service to our patients within 7-10 days of being referred by the doctor.

The partners believe that having an In-house physiotherapist would also be beneficial to our patients.

The quicker turnaround time from seeing the GP to being seen by the physiotherapist would hopefully reduce the number of patients failing to turn up for their appointments. The hospital physiotherapists report high rates of DNA's (did not attend) and they believe that this is due to patients having to wait weeks, if not months before they can be seen by a physiotherapist.

The patient group agreed that the In house physiotherapy service seems like a good idea.

New phone system at St George's Hospital

NB asked the group if they had used St George's new phone system and if so, how did they find it?

A couple of patients from the group said that they had used it and one patient said when they left a message their call was returned within 24 hours.

Earlsfield Practice email address

There are various email addresses attached to the Earlsfield Practice and they are used for different purposes.

The email address for patients to use for non-urgent queries is as follows:

ep.correspondence@nhs.net

Specialist services hosted at local surgeries

NB explained that surgeries in localities are offering specialist services such as Counselling, Substance misuse clinics and Children's clinics run by experts.

NB asked the group what their views were on holding a specialist service such as a diabetic clinic or a pain management clinic or any other disease area hosted by a specialist as there is a great need for information for like-minded people with the same problems. The group thought that this was an excellent idea and agreed to give it a go and sign up with their contact details.

It was suggested that leaflets were made available for patients travelling to different locations informing them of how to get there.

Antibiotics

NB explained to the group that there is a nationwide awareness campaign limit the amount of antibiotics being given to patients unless they are really needed. Now that the winter is approaching and coughs and colds will be more widespread now is a good time to involve and support patients with information and guidance on this subject.

Bad experiences in the waiting room

NB asked the group to give some feedback on their waiting room experiences and some of the group said that when the baby clinic was running it could be quite noisy and some children were allowed to run up and down the waiting room and this could be quite disturbing.

KP handed out the leaflet that is given to parents and guardians using the Baby clinic that asks them to consider other patients who are in the waiting room at the same time the Baby clinic is running

The group approved of the wording on the leaflet.

Next meeting will be on 24th November 2015