

# Earlsfield Practice

## Patient Participation Group Meeting

19<sup>th</sup> February 2015

**Attendees:** Paul Dong, Janet Bell, Tony Spalton, Joan Rogers, Victor Box  
Dr N Bamford, Karen Pace Practice Manager

**Medical record storage:** Dr Bamford showed the group members the vault storage system that is now in place in the back office.

**Update from the last meeting:** our new website is now up and running. There are some items that are still a work in progress. We have two members of staff who have been designing and inputting data on to the website.

**Travel clinic:** It has been almost one year ago that we stopped running the travel clinic at the surgery and we have found that we have far more nurse appointments to offer.

**Update on the District nurses:** At the time of this patient meeting I did not have any information with regards to the District nurses being re-located but I have since spoken to the District nurses locality manager and she has given me an up-date as to what is in the pipeline.

The theory is that all district nurses will be based at one hub and this will be at Tudar Lodge in Southfields. The move is expected to be around September 2015. The team that we currently have at the Earlsfield practice will occasionally come to our surgery to use a computer to input and extract information of our patients. The nurses will not need a clinical room in which to do this.

**Sofas in the waiting room:** The two sofas that were in the waiting room for many years had developed holes in them and so had to be disposed of. Dr Bamford asked the patient group if they thought it a good idea to buy two new sofas. It was a unanimous no from the patient group as they thought that the seating that is in place of the old sofas is more than adequate and that it would be an extravagance to buy new sofas.

**On-line access to your medical records:** From 1<sup>st</sup> April 2015, patients will have online access to the coded information in the GP records eg list of medications, allergies and adverse reactions.

Some practices have piloted patient online access to records, and found benefits in patients self-managing their health by having access to medical information. One example would be patients with chronic diseases having access to test results, eg in diabetes, with a self-

management plan of when to see the GP. This can reduce workload by reducing the demand on GP time, while offering convenience and empowerment to patients.

**Expanding surgery facilities:** Our surgery has been approached by Physiological measurements LTD who are accredited providers of Community Diagnostics and accredited by the CCG. They would like to use one of the clinician's rooms to provide Ultrasound services for our patients within the community.

We have also been approached by a Physiotherapist asking if we have room availability. When we put this to the patient group they thought that having these services at the practice would benefit our patients.

**On-line Access:** KP was asked by the patient group, how many patients have signed up for the on-line booking service. We have 11,196 patients in total and we have 4,818 patients who have signed up for the on-line booking service which is 40% of patients and still rising.

**Friends and Family test:** The Friends and Family test (FFT) aims to provide a simple headline metric which, when combined with follow-up questions, can drive a culture of change of continuous recognition of good practice and potential improvements in the quality of care received by NHS patients and service users.

The Friends and Family test provides an opportunity for patients and users of the practice to give anonymous feedback with at least one follow-up comment within a free text box.

Next meeting: End of May 2015