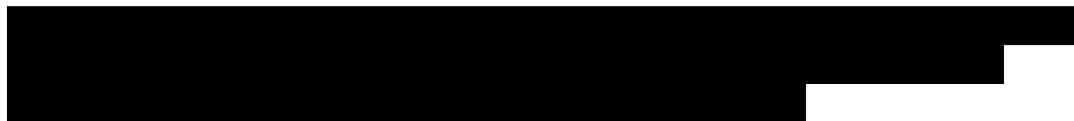


Summerville Surgery Patient Participation Group Meeting

Minutes

Saturday 10th February 1100 hours

Patient Attendees:

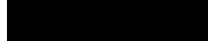


Surgery Attendees: Dr Lewis Bailey, Janet Carlo, Carla Michalska

Apologies:



Chair:



		Action
1.	Matters Arising from meeting held 15 th November 2017 – no matters arising.	
	CQC Visit/Report – Following the latest inspection on 31 st October 2017 the practice has been rated as 'Good' in all five areas of inspection. This is an improvement from the last inspection in 2016. The practice thanks the PPG again for their contribution to the inspection – 11 patients on the day came in to meet the inspectors who were really impressed with how involved and active the patient group are compared to other practices.	
2.	E-consults, Video-consultations – BS queried whether the practice had considered the use of video-consultation to facilitate increasing demand and limited resources. Dr Bailey referred to current pilots of e-consulting being implemented across London. Bromley CCG are in process of developing – looking at technical requirements and information security. Practice has expressed interest and will be keen to use when approved system in place. PPG support – comment that would improve access for commuters and provide options for range of patient groups. Positive feedback on increased use of telephone consultations – preventing unnecessary journeys, time-efficiency and benefits to carpark, predict use of e-consult would have same impact.	
2.	Improvement Grant – Practice received 57% reimbursement from NHS England building works. Most of infrastructure now in place. Patient pod (blood pressure machine) will be moved into private room to improve confidentiality and provide additional seating to waiting area. Check-in screen – touch screen currently broken and wireless mouse in place as a temporary measure. Bromley CCG are supplying all practices with new check in machines and Summerville will be first to receive.	JC/CM
3.	Workshops – Bowel Cancer Screening patient information workshop arranged for Wed 7 th March 2018. Screening programme starts age 60 so will target patients age 59 by text message (150 identified) and advertise. Discussed benefits of screening programme and further NICE guidance for screening sigmoidoscopy in over 55s which has not been accepted or implemented in Bromley. Collectively PPG would like to support borough in accessing these resources. CM to liaise with Bowel Cancer screening contact to	

	check on progress and for guidance on this and to feedback to PPG.	CM
4.	<p>Phone waiting times – Report suggests less than 3 minute answering time for the majority of phone calls received by the practice. Patient feedback that there is still difficulty with telephone waiting times particularly in the morning. Suspect there is a discrepancy in the reporting data which is not reflective of patient experience. CM to take some examples of long waits to look into and raise with telephone provider.</p> <p>CM and JC to meet with telephone providers since current contract is due renewal in the summer.</p> <p>Practice currently uses 3x mobile phones to use for outgoing calls and encourages online services for patients to reduce pressure on the phone line.</p>	<p>CM</p> <p>JC/CM</p>
5.	<p>Online Access- Discussed use of online services for patients to book appointments, request medications and view test results online. Limitations of online services and appropriate booking but practice do monitor and review the types of appointments available to book online. Discussed benefits of viewing test results and doctor comments online – reducing phone calls to the surgery. BB to include online access feature in the Residents Association newsletter. Practice to promote use and resolve issues if experiencing problems online.</p>	CM/BB
7.	<p>AOB –</p> <p>Flu – Winter pressures and flu season had an impact on appointment system – patients unable to book further than a week ahead due to increased demand. Telephone triage used to identify which patients presenting with flu-like symptoms would need to come into the surgery. Discussed risk of walk-in clinics and spread of infection.</p> <p>Change of flu vaccine order for 2018-19 following NHS England guidance. Eligible groups will continue to be invited for their flu vaccinations – other patients at risk will continue to be identified and vaccinated appropriately.</p> <p>Extended hours – Discussed upcoming changes in partnership, GP retirement/maternity and GP recruitment/ locum cover. PPG agreed that due to staffing issues cover is required to deliver usual service (Monday to Friday) and to withdraw from further commitment of providing extended hours on 1st April 2018. Practice will continue to be part of Bromley GP Alliance where out of hours appointments are available. Decision to be reviewed in 12 months time following recruitment.</p>	
	<p>Next Meetings– Future meetings: Wednesday 16th/23rd May</p>	