

Summerville Surgery Patient Participation Group Meeting

Minutes

Wednesday 15th November 2017 1830 hours

Patient Attendees:

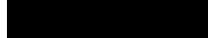


Surgery Attendees: Dr Rak Balendran, Janet Carlo, Carla Michalska

Apologies:



Chair:



		Action
1.	<p>Matters Arising from meeting held 19th August 2017</p> <p>Carpark – Issues with carpark not improved or worsened.</p> <p>DNAs – Jade (receptionist) back from maternity leave and has reported DNA figures which identified a general reduction in DNAs. However DNAs are reported amongst a range of appointments included 'book on day' appointments. Questions as to why these are not being attended – practice to follow up.</p> <p>CQC – Practice thanks to PPG members who met with some of the CQC Inspectors on 31st October. Again, the PPG was highlighted in the positive comments given in the verbal feedback. They really were impressed and one Inspector said it was one of the best PPGs he's come across. Report should be available 6 – 8 weeks following the visit.</p>	JC
2.	<p>Improvement Grant – Following a successful application for an improvement grant (funding 66% of the development), recent building works were undertaken in October. Builders worked weekends, early in the morning or in the evening to remain undistruptive to clinic times. Positive feedback from PPG and staff, comments that the new reception area maintains confidentiality whilst feeling open. The private room facility is also appreciated.</p> <p>PPG note there can still be an issue of overcrowding at the reception desk and suggested a line on the floor to guide the queuing system – to be looked into.</p> <p>Further suggestion of chair set up in waiting area to be less linear – to be looked into.</p>	JC/CM
3.	<p>New appointment system – New appointment implemented 2nd August to encourage greater use of follow up over the phone. Also implemented 'book on the day' appointments and increased 48 hour appointments to help keep up with demand and to deal with problems as they arise. Routine appointments can now only be booked one week in advance. There is also now a staggered release of appointments so that each doctor has bookable appointments across the week.</p> <p>PPG find new appointment system an improvement, with positive experiences with both book on day appointments and telephone appointments. Questions over the proportion of patients booked into telephone appointments that then need to be seen; thus duplicating work. Dr Balendran explained that though</p>	

	<p>some patients may need to come in again, the doctor is able to triage and direct patients by formulating a management plan. For example, can ask the patient to have a blood test before being seen. Telephone appointments are also helpful for follow up consultations – for example to discuss results, medications and referrals. Doctors also have a selection of their own telephone appointments that they can use to book directly into to improve continuity; which patients have appreciated.</p> <p>The appointment system was drawn between the new formation of partners sharing ideas and experience to meet the population needs and will continue to be reviewed, drawing on patient and staff feedback.</p>	
4.	<p>Workshops - No further workshops scheduled. Next workshop to be arranged for Feb/March – PSA (Mr Ahmed), Bowel cancer screening and Male Carers suggestions. Note Carer’s Bromley funding has been retracted and much of the service redistributed to an organisation called Bromley Third Sector Enterprise (BTSE).</p>	JC
5.	<p>Proposed Changes to Prescribing in Bromley – Bromley CCG are proposing to no longer support the routine prescribing of health supplements and self-care medications for short term minor illnesses and injuries that will get better over time. Patient feedback has been received and the CCG expect to reach a decision at their Governing Body meeting on 16 November 2017. This meeting takes place in public and all are welcome to attend.</p>	
6.	<p>Phone waiting times – Call recording data available from September shows a large proportion of calls have a waiting time >20 seconds. Further analysis of this was not available at the meeting. Practice to break down data further to show extended length of calls and identify trends. Queuing system discussed – would like to implement but unable to with current phone supplier. Contract due renewal in the summer where alternatives will be considered.</p>	JC/CM
7.	<p>AOB –</p> <p>Cycle path - Residents are objecting to cycle path plans running from Locksbottom to Orpington station – question how it may affect parking at the station and in the area. No decision yet made by the council.</p> <p>Flu clinics – PPG report effective system for flu vaccinations this year, including dedicated adult and child flu clinics, booked appointments or sit and wait systems. System has improved from previous years, particularly for patients with mobility requirements. Practice staff also feel that the system is effective across the team and clinics are held in good spirit.</p> <p>Still have flu vaccinations available – practice to supply advert in Crofton Residents Association newsletter promoting service.</p> <p>Phlebotomy – Questions of how the practice envisions the CCG will deliver phlebotomy services in the future. Currently bookable appointments at Ballater and Dysart surgery which is provided through the Bromley GP Alliance (which Summercroft is part of - thus patients can access this service). Recent</p>	CM

	<p>expansion of this service across the borough, alongside the development of new services including specified headache clinics and home-visiting services. Summercroft's previous offer to hold phlebotomy clinics on premises was rejected due to location. Mixed feedback on waiting times at the hospital and use of resources.</p> <p>GPs special interest – Query of GP knowledge/management of particular long term conditions within the practice, e.g. diabetes. Dr Balendran explained all GPs are generalists, though some may have special interests and attend courses to this affect. All GPs are required to attend CME events (continued medical education). Within the practice – GPs are supported by practice nurses and administrative staff to provide and implement effective systems of the management of long term conditions.</p> <p>Referrals – Query of hospital appointment waiting times now being brought forward. Structure of referral process and hospital target times discussed.</p> <p>Christmas jumper day - 15th December fundraiser day for Save the Children. Staff will be participating with festive attire and accepting donations for the cause.</p> <p>Dr O'Brien's telephone system – typing service provided via registered company who comply with confidentiality requirements.</p>	
	<p>Next Meetings– Future meetings: Saturday in February 2018 - TBC</p>	