

MINUTES
PPG MEETING, TUESDAY 07th June 2016

Present: Members of the PPG and staff members Dr SH, Dr MM, Practice PA MR and PM AG.

	Previous meetings agreed.	<u>Actions</u>
1	<p><u>Update from previous meeting:</u></p> <p>Repeat Dispensing We now have a pharmacist working 2 days per month. The pharmacist is currently reviewing patients that are on a high number of medications to ensure that they are still required and simplify the requesting of repeat medication and reviews required. This will hopefully have a positive impact on the practice's prescribing budget and targets set by Islington CCG.</p>	
2	<p>CQC results The practice has been awarded a 'GOOD' rating. Ash and the partners thanked the PPG group for their contributions and in particular for those members that were present for the inspection. We hope to be inspected in 5 years' time.</p>	
3	<p>Building Works We have submitted our documentation to the CCG for approval. If approved the CCG will send their recommendation to NHS England to award the funds. Ash will send the group a copy of the proposed plans for their input. One of the PPG members recommended that some of the space could be designed to allow community meetings etc. to take place here. Ash advised that we are trying to make the new space as flexible as possible and some of the walls will be movable to allow different uses. The will also be a lift and the environment will be DDA compliant.</p>	AG
4	<p>Telephone Access THE PPG group felt that the call answering has improved. We will continue to monitor the situation via some new software that we will be getting that should provide us with more meaningful data. Ash also flagged up that the practice had a number of technical difficulties due to a software update on the telephone system that caused the system to drop calls and route to inappropriate extension numbers. PPG members to continue feeding back their experience of getting</p>	AG

	<p>through on the phones.</p>	Members
5	<p>Complaints log Ash to send a summary of the complaints received to the PPG group</p>	AG
6	<p><u>New Business</u></p> <p>Staff Changes Ash is now back as the permanent Business/Practice Manager. Two new apprentices have joined the practice last week. Ms Jessica Long will be working in Reception and Sestillita Williams will be working in the Admin office. Both posts are full-time. We are also pleased to announce that we will be keeping Dr Abbott and Dr Haji on after their GP training finishes in August. They will be covering Dr Limaye's one year sabbatical. Both GP's will be working 4 sessions each and are very familiar with the way the practice runs. The nursing appointments have been negatively impacted due to 2 nurses being absent due to ill health and major bereavement. The practice has tried to compensate by recruiting locum nurses to help cover where possible. This has of course resulted in some patients appointments being cancelled or rescheduled at very short notice.</p>	
7	<p>I-hub appointments I-hub is a pilot project whereby Islington patients can be seen by a GP and nurse during the evenings and weekends. Patients can request a pre-bookable appointment via their home practice. For same day appointments, they must call their practice outside of the core hours. The patient will then speak to a GP that will decide if they need to be seen that day or signpost them to the appropriate service. This service is an extension of the core services run by GP practices and patients can get Test results and be referred to secondary care just as they would be able to by their own practice. This service is due to end 31st March 2017. It is hoped that the local CCG will commission this service to continue via the local GP Federation.</p>	
8	<p>AMS Walkin service contract The contract is scheduled to come to an end at the end of March 2017. We currently do not know if another service will be commissioned, but hope that it will.</p>	
9	<p>NHS Fair Processing Policy The practice is now required to identify and react to patients preferences regarding communication. Ash flagged up that there may issues in how we deliver this, due to the extremely high number of different languages spoken by our patient</p>	

	<p>group. NHS England will not pay for documents to be translated and the practices will not be able to afford to get this piece of work done. We already have a record of our patients that have a recorded 'disability' and we try and communicate with them by their preferred method where it has been possible to do so. We will review the way the practice can facilitate requests from patients.</p>	AG
10	<p>Waiting Area</p> <p>The practice is looking at investing in new seating for the waiting area. Ash will forward some proposals to the group to feedback on. It was recommended that we have a number of different types of seating to cater for the different patient needs, eg, with/without arms, high chairs etc.</p> <p>Currently the Jayex Notice Board used to call patients is not working. The company is no longer supporting them and we have applied for funding to buy software that will allow us to call patients using the TV screens. We hope to hear back from the CCG within the next couple of weeks with an outcome.</p>	AG
11	<p>Pan Islington PPG Forum</p> <p>The next meeting is taking place on Monday 13th June 6pm – 8pm at the Resource for London, Conference Hall. The practice would appreciate it if members of the PPG group could attend. Those that had attended previous meetings found them to be very good.</p>	Members
12	<p>Registration Documents</p> <p>A member of the PPG group flagged up the difficulty that she had in registering her new-born baby and recommended that they registration and new patient questionnaire were put on our website. Also that a separate questionnaire should be created for young children. Ash informed the group that this had recently been done and the forms can be found on our website.</p>	
13	<p>Wasted Nurse Appointments</p> <p>A member flagged up the poor service that she had received from a Nurse and some reception staff that did not communicate clearly as to when an appointment needed to be made, eg Smears and Child Immunisations. The practice is aware that there are some issues.</p>	
14	<p>Emergency Medical Cards</p> <p>A member of staff recommends promoting Emergency Medical Cards to patients. Ash will look into this. Dr Mills informed members that other healthcare professionals such as paramedics and hospital consultants can access a summary of the patient's records with consent with recent changes in technology.</p>	AG

15	Next meeting Tuesday 13 th September 2016 @6pm	
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