

Silverlock Medical Centre Patient Participation Group Meeting

Monday 16th February 2015
6:30pm

Meeting Minutes

Agenda Item	Comments
Welcome and Introductions	<p>Attendees: 6 Chair: Danielle Caswell (PM) Note taker: Katie Roff (Admin)</p>
Minutes of last meeting	<ul style="list-style-type: none"> - All future minutes to be posted to attendee's as well as displaying on the PPG notice board - Make future meeting date at the end of each meeting where possible - Meeting in the evenings and at weekends most convenient
Telephone Triage	<ul style="list-style-type: none"> - Two patients had personal experience - One patient found the experience positive - Another patient found advice given confusing and questioned how info on TT was displayed in the surgery - Patients said they did not receive SMS explaining service. Agreed to send out several batches of SMS for any future changes in reasonable intervals - Another patient whose husband had used telephone triage said still had to be called in for face to face. Confirmed this is procedure depending on patients presenting complaint - Another patient asked if they had to work could they be called before working hours. Explained that not always possible but reception endeavour to accommodate where possible - Patients suggested reverting back to 'walk-in' sessions. Idea discussed – due to space limitations would not be practical. - Idea suggested that we have 5 or so 'walk-in' appointments followed by triage
Extended Primary Care Service – Bermondsey Spa	<ul style="list-style-type: none"> - EPCS opening 24th Feb - Scope of service outlined to group by PM - Quick Q&A regarding service <p>Feedback</p> <ul style="list-style-type: none"> - Patients thought it would be good for working people - Could take strain off of appointments in surgery - Location of EPCS is good - Would be good alternative to a walk-in centre
Patient Survey	<ul style="list-style-type: none"> - Overall the group thought survey covered all basis - Suggested around 50 surveys should be sent out - SMS and online surveys would be good to capture

	feedback from younger patients
Ideas for change	<ul style="list-style-type: none"> - Saturday morning clinics would be good for working patients - These should be bookable in advance rather than 'on the day' - Phlebotomy clinics two mornings a week rather than 8am-12pm on a Tuesday - Health workshops based at the surgery would be beneficial. Particular interest in a weight management clinic with input from a dietician. This could include a 'slimming club' and exercise advice. - A diabetic clinic and asthma talk were also suggested - One patient suggested advertising group workshops in local schools/Tesco/Tenants Hall. However, may attract non-registered patients and be confusing
Feedback	<ul style="list-style-type: none"> - All members were happy with the agenda - 4 members found the meeting "Very helpful" - 2 members found the meeting "Helpful" - 50% of members thought it would be useful to have a GP/Nurse attend a future meeting
AOB	<ul style="list-style-type: none"> - Possible relocation discussed. Patients would be in support of a move to a larger premises in the area - Patients on a whole said they liked the way they were treated by receptionists, noted an improvement in the service - Liked that there is a patient/receptionist rapport, especially when the admin team know patients names - Patients commented that they are treated with respect by the reception team and can see improvements with reception staff - Patients found the 'book on the day' system frustrating as the phone lines are often quite busy - PM explained that the use of an automated queueing system was looked in to; however the general feeling was that this would not be beneficial for patients. Patients rejected this idea as 'its not very personable' - Another patient suggested scraping patients being able to book at reception as priority to the phones. Once discussed this idea was rejected – good to have two options - Patient's suggestion that we were not tough enough on patients booking appointments for repeat prescriptions. Discussed that as far as we were aware this was not a recurring problem for the practice. This message is reinforced where necessary

Action Points

Action	Owner
Saturday morning openings (9am-12am) <ul style="list-style-type: none">- Raise with GP's and partners- What are the options to clinically staff outside of current salaried GP's	Practice Manager
Phlebotomy Clinics <ul style="list-style-type: none">- Potential to have two morning clinics from 8am- Enquiry into Lyn's availability/other options	Practice Manager
Specialist Talks/Workshops <ul style="list-style-type: none">- Enquiry into the possibility of specialists giving talks/workshops	Practice Manager
Patient Survey <ul style="list-style-type: none">- PM to distribute survey in reception/website/SMS- Collect approx 50 response- Feedback results at next PPG 11th April 2015	Practice Manager