

**A Meeting held on Tuesday 18th September 2018 between 6.00pm – 7.30pm at
L.L. Medical Care Ltd (Agarwal & Agrawal Practice)**

Hosts

- Dr V Agarwal (GP)
- Humaira Sohail (Assistant Practice Manager)
- David Cook (Website Administrator)

Attendees:

- David Pyall (Chair)
- Asha Rahman
- Yinka Ogun
- Roger Bisphan
- Robert Manaikan

Apologies:

- Nicola Bull
- Lisa Quick
- Tanyel Oktar
- Janet Miller McIntyre

Discussion and forward planning

1 PPG Patient Questionnaire 2017/2018

The PPG questionnaire was explained as well as the results. All members of the PPG group were satisfied with the results displayed on-screen and on the PPG information pack. The questionnaires were handed out, collected from the reception desk or were completed online from January to the beginning of March 2018.

Feedback of the of the results have been published on the PPG notice board in the patient waiting area and in a complete Yearly Patient Participation Group report. This report is also available on our website and on our NHS Choices page.

From December/January, the survey from 2018/2019 will commence. PPG questionnaires will be given out by David Cook and Asha Rahman, as well as the reception team at the practice.

An ongoing spreadsheet will be recorded to save time in publishing the final results and report.

2 The Practice

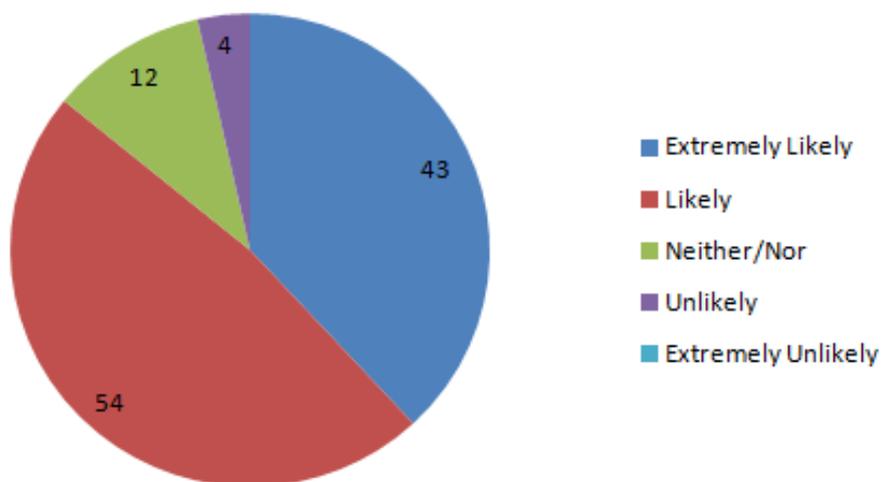
The FFT's are handed out, can be collected from the reception desk or now completed online and the results are submitted every month. Not all patients leave comments in the space provided for them, and to monitor the comments for feedback, the FFTs with comments are still recorded as a percentage and a chart has already been posted up on the PPG board to illustrate the outcome of all patient responses.

All comments are recorded in a word document over the next period to save time on analysing the results. A sample of the comments from all of the categories was discussed with the group.

All FFT's are collated and filed in a FFT folder which David and Debra only have access to. The contents of the PPG folder are readily available for viewing by a member of the CCG when it our turn to be visited by them.

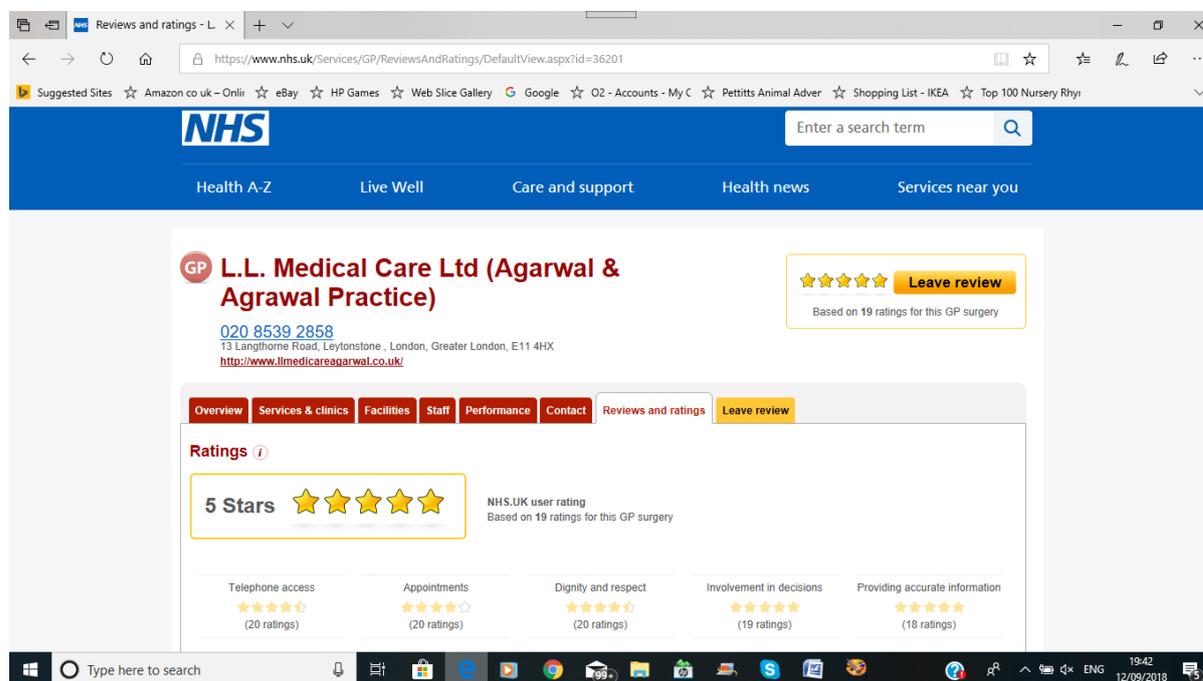
Below is a summary of the FFT comments since our last meeting.

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Totals
Extremely Likely	15	7	7	7	7	43
Likely	7	12	14	6	15	54
Neither/Nor	3	2	1	3	3	12
Unlikely	1	1	1	0	1	4
Extremely Unlikely	0	0	0	0	0	0
Total	26	22	23	16	26	113
FFT SCORE	42	18	22	25	12	119
Number of comments	17	15	18	8	20	78
% of Comments	65	68	78	50	77	339



3 NHS Choices

Based on the screenshot below, taken on Wednesday 12th September 2018, the practice has gone from 4 to 5 stars, this is based on 19 responses.



SAMPLE COMMENTS

A GP of compassion, dignity and where your voice is heard.

I have been a patient at LL Medical Care for many years. During times of difficulty and ill health, the staff- both doctors and admin alike, took the time to listen to me and saw me as an individual. They addressed my specific needs and provided any follow-ups if necessary or communicated with other departments in the attached hospitals to arrange this, if more appropriate.

Where one would expect an impersonal, check-box experience at a busy GP like this one- the staff took it upon themselves to offer the best possible care and incorporate best practice showing compassion, dignity and commitment to me as a patient. Lastly, having been a patient here for a while, I have seen the practice's commitment to better services in terms of efficiency and organisation. In my experience, I have found the medical staff employed here to be competent and well rounded in knowledge.

All in all- I would recommend this GP.

Visited in May 2018. Posted on 04 June 2018 Best Dr I've ever had!

I see the Dr every week due to having mental health issues. I get a weekly prescription because Dr is worried I will overdose which I do on occasion. She always comes through for me & recently came in when she was ill as I was ill & needed her. She keeps an eye on me! I'm 100% happy with my Dr & probably will always will be. She is very enthusiastic about her job & her patients. No complaints at all :-)

Visited in June 2018. Posted on 27 June 2018

GP Patient Well Being / Reception Customer Care

The doctor I saw is a breath of Fresh Air! As soon as I entered her surgery, she made me feel extremely comfortable, due to her bubbly and efficient manner. She took her time to read the information and pictures of my ailment, that I had prepared for her update. She commended me on this. She made the consultation feel so stress-less. I didn't feel rushed and she was attentive enough to recommend basic screening and follow-ups. I would definitely recommend this pleasant GP.

The receptionists, particularly one is always so pleasant and efficient. This is whether she is speaking on the phone, or when I visit the surgery in person.

Thank you from a very satisfied patient

Visited in July 2018. Posted on 19 July 2018

Won't change this practice at all

Very content with my gp as they are very polite, helpful and the most I can get appointment on the same day, I can have my blood test done there and buy my medications at the same place, I don't have to keep running all over the places.

Thanks

Visited in July 2018. Posted on 17 July 2018

4 CQC Visit

CQC Visit - The practice had its CQC visit on the 19th July 2018, previously, the practice had a rating of "Requires Improvement" and from all that was discussed and highlighted, it's clear that the practice has shown improvements in aspects, the patients are happy, all services are safe, effective, caring and responsive in their own right and are well led by a good management team and support staff.

The practice was given a rating of good in all areas.



LL Medical Care Limited

Inspection report

Langthorne Health Centre
13 Langthorne Road, Leytonstone
London
E11 4HX
Tel: 02085392858
www.llmedicalcareagrewal.co.uk

Date of inspection visit: 19 July 2018
Date of publication: 24/08/2018

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location	Good	●
Are services safe?	Good	●
Are services effective?	Good	●
Are services caring?	Good	●
Are services responsive?	Good	●
Are services well-led?	Good	●

5 The Practice

- Telephone lines/Test Result Enquiries – It was agreed that on the website and on the NHS Choices page, that there would be a reference to patients explaining that the best time to contact the practice via the telephone, is between 2.30PM and 4.00PM.

PPG members all raised concerns with calling the practice, this stemmed from the option to choose from when calling, to calling up to ask about blood test results, general enquiries and callbacks from the practice. All patients who are waiting for a callback from the practice should have the request recorded in the patients file on EMIS, and messages for callbacks should be relayed back to the GP, nurse, administrator or the practice manager.

- Receptionists – From the PPG results, all PPG members were satisfied with the receptionists performance, however, it was pointed out that the new receptionists still need a bit of training in areas, particularly when handling letters, referrals and the scanning of documents.

Several of the PPG members mentioned that some of the documents had been lost in transition somewhere through the process and their care or the care of their loved ones had been delayed. This will be addressed in the next practice meeting. The Patient Appointment Arrival touch screen was also raised again, if we had this system in use, the patients wouldn't have to wait to speak to the receptionist, to say that they are here for their appointment. This would save queuing times at the reception and queuing times when sitting in the waiting areas waiting to be seen by a GP or a nurse.

- Sicknotes – All locums and GP's have been issuing sicknotes. An SCT2 can be downloaded from the practice website and our NHS Choices page for patients to complete and brought into the practice to make an appointment with their GP to discuss.
- Pharmacy Services – There have been issues with onsite, sometimes prescriptions care lost or need to be chased up by the pharmacy, the practice and the patients.

6 Introduction of new services within the practice

- Telephone lines/Online Access – A message was put on the NHS Choices page to reference the best time to contact the practice via the telephone, is between 2.00PM and 4.00PM.

The practice operating times have also been adjusted to the following on a trial basis and material has been displayed on our notice boards, reception windows, practice website, NHS website and practice leaflets;

RECEPTION OPENING HOURS – AS FROM 1ST NOVEMBER 2018

- Monday, Tuesday, Wednesday And Friday: 0am – 7.30pm
- Thursday: 8am – 6.30pm

When contacting the practice over there phone, the patient is given several options via the selection of a button of their choice.

All media material has been placed on the notice boards and on the website prior to this meeting

All animations, media material and practice leaflets have been prepared, printed and laminated, and published online, on both the practice website and on the NHS Choices page.

- Blood Test Appointments – As mentioned above all blood tests are now booked online or booked via the kiosk, blood tests can be booked at the following locations (please see the website or media material around the practice for a booking link)
 1. Silverthorne Medical Centre, 2 Friars Close, E4 6UN, from 8.15am to 12.30pm Monday to Friday
 2. St James Health Practice, 47 St James St, Walthamstow, London E17 7NH, from 8.15am to 12.30pm Monday to Friday, with an afternoon clinic from 1.15pm to 5.30pm Monday to Friday also
 3. Langthorne Health Centre, 13 Langthorne Rd, London, E11 4HX, from 8.15 to 12.30 Monday to Friday mornings
- EReferrals - EReferrals are now processed online, much like the booking of a blood test. When booking a referral online you will need your;
 - Booking reference number, which can be found at the top of booking letter
 - Password you received at the time your received your booking letter
 - Year of birth

If you have been referred, and have forgotten you booking reference or password, please contact the practice.

If you have any problems booking online, you can call the NHS appointment line on **034 5608 8888**.

Phone lines are open;

- Monday to Friday, from 8am – 8pm
- Saturday and Sundays (including bank holidays), from 8am - 4pm

You can manage your appointments online by visiting, <https://www.nhs.uk/using-the-nhs/nhs-services/hospitals/nhs-e-referral-service/>

If you missed an appointment at the hospital or clinic you can request for a referral letter from the practice or print it off and return it to the practice via the practice website.

- EConsult - When you visit the practice website, an eConsult widget will appear on the practice homepage, this allows the patient request advice for specific problems or conditions and there is health advice for a number of conditions or symptoms. The patient can also request general advice from the practice itself.
- Flu Appointments - Appointments will take place from the 24th September 2018 from Monday to Friday. Please ask a receptionist to book your flu jab.

There is sufficient material on the practice notice boards as well as the practice website. The information and advice regarding the flu vaccine has been updated on the website with a link to supported information to the patient.

Forward Action Plan

The opinions, suggestions and feedback highlighted in the PPG meeting 2017/2018 on Tuesday September 18th 2018 will be reviewed and considered by the practice's primary care team in a practice meeting and will be brought into action as soon as possible.

Our next PPG meeting will take place in January 2018, with the next meeting following in March 2018 to discuss the results of the upcoming PPG survey. PPG members would be notified and invited via telephone, emails, post and website and poster advert.