

A Meeting held on Friday 24th May between 6.00pm – 7.00pm at L.L. Medical Care Ltd (Agarwal & Agrawal Practice)

Hosts

- Debra Garey (Practice Manager)
- David Cook (Website Administrator)

Attendees:

- David Pyall (Chair)
- Asha Rahman (Chair)
- Sara Mohammed
- Janet Miller McIntyre
- Robert Manaikan

Apologies:

- Leslie Timewell
- Yinka Ogun
- Roger Bisphan (Chair)
- Tanyel Oktar

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 during April and May of 2019.

Feedback of the of the results have been published on the PPG notice board in the patient waiting area and will be included in a complete Yearly Patient Participation Group report, which will also this set of minutes as an appendix. This report will also available on our website and on our NHS Choices page, once authorised by Debra Garey and Asha Rahman.

From December/January, the survey from 2019/2020 will commence. PPG questionnaires will be given out by David Cook 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 were handed out, collected from the reception desk and were completed online with the results being recorded on CQRS 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.

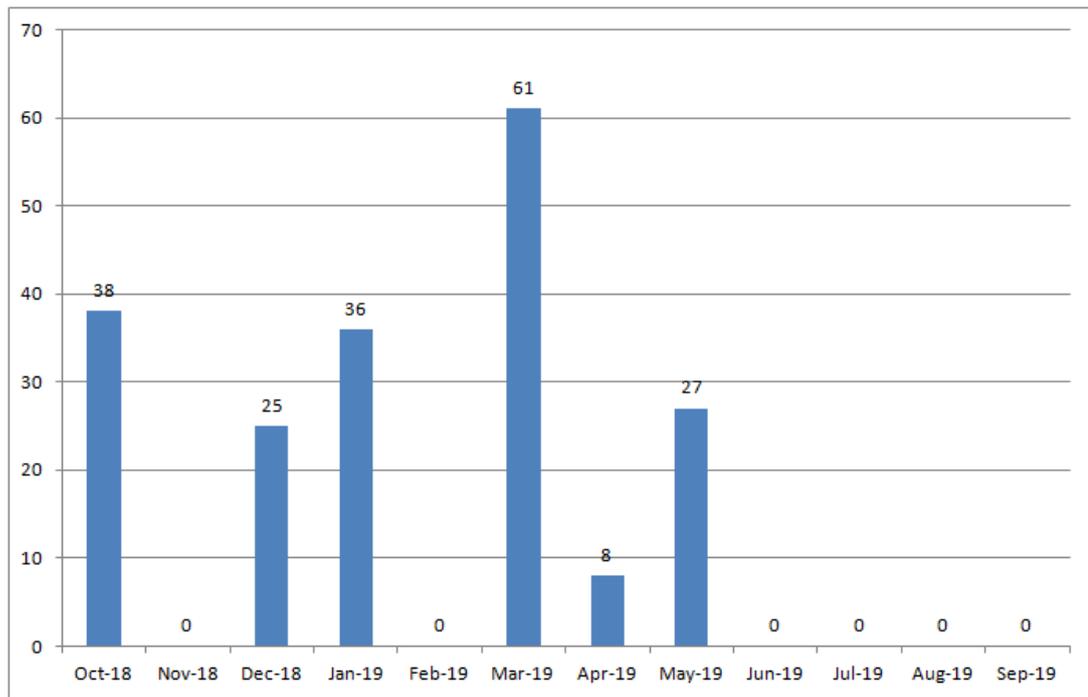
All comments are recorded in a word document over the next period to save time on analysing the results. A sample of the comments from all of the categories was discussed with the group.

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.

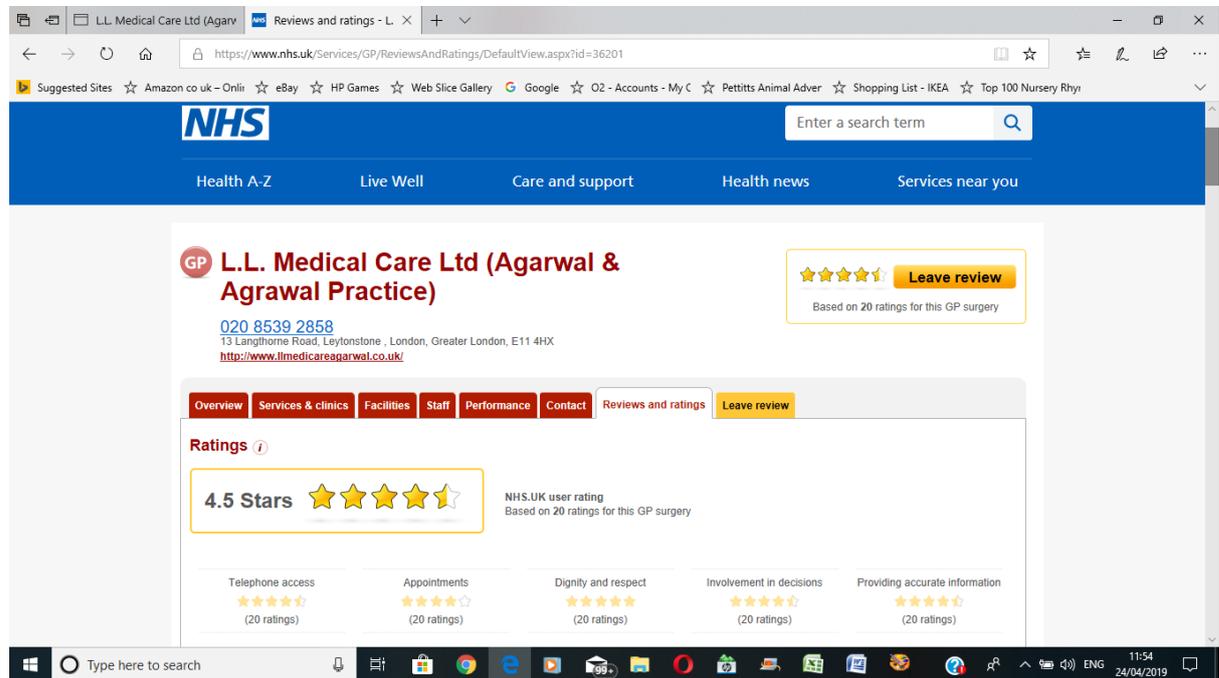
	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Totals
Extremely Likely	11	0	10	10	0	20	10	28	0	0	0	0	89
Likely	14	0	5	10	0	20	8	38	0	0	0	0	95
Neither/Nor	1	0	5	2	0	1	8	4	0	0	0	0	21
Unlikely	0	0	0	0	0	0	0	3	0	0	0	0	3
Extremely Unlikely	0	0	0	0	0	0	0	1	0	0	0	0	1
Total	<u>26</u>	<u>0</u>	<u>20</u>	<u>22</u>	<u>0</u>	<u>41</u>	<u>26</u>	<u>74</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	209

FFT SCORE	<u>38</u>	<u>0</u>	<u>25</u>	<u>36</u>	<u>0</u>	<u>61</u>	<u>8</u>	<u>27</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	195
No of comments	0	0	0	15	0	12	17	18	0	0	0	0	62
% of Comments	0	0	0	58	0	39	65	24	0	0	0	0	



3 NHS Choices

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



SAMPLE COMMENTS

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

The best GP

The staff are very helpful and polite ,doctors really caring took the time to listen, And show kindness and concern for patients and make referral quickly if needed. I would recommend this GP

Visited in July 2018. Posted on 18 July 2018

4 The Practice

- Booking Appointments – There are now 2 receptionists present from 8am, handling the booking of patient appointments, prescriptions and other requests. We have lost 2 receptionist, however the 2 that have left have been replaced with Sandra and Wendy.

Appointments can still be booked at the reception and online, with 25% of appointments able to being booked by all patients who have signed up and use online services.

The best time to contact the practice regarding other medical queries via the telephone is between 2.30PM and 4.30PM. This was referenced on the practice website and NHS Choices page shortly after our meeting in September of 2018.

The practice will not be implementing a patient touch screen service, due to financial constraints.

- The removal of the fax system – All correspondence between the patient, practice and medical facilities/services (Doctors, hospitals, x-ray departments and so on) are now sent out via email to and from the practice.

All reference to the pre-existing fax service have been removed from the website and our NHS Choices page, and all patient related documents (practice leaflets, registrations forms, feedback collection forms and so on).

- Sicknotes – All locums and GP's can issue 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.

Nurse practitioners can alter sicknotes and prescriptions, but they need to be signed by a GP.

- Pharmacy Services – There have been issues with onsite pharmacy, sometimes prescriptions care lost or need to be chased up by the pharmacy, the practice and the patients. This will be raised and handled with, in the next practice meeting.
- GDPR – Since the replacement of the Data Protection Act, all patient information (personal and health related) from May 2018, all personal and health information remains a key area with the practice.

The practice now has a Data Protection Officer (Radja Mutchuswamy) who ensures that all patient information is private and well managed in accordance with GDPR.

5 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 2.30PM and 4.30PM.

The practice operating times were changed towards the last quarter of 2018, and are as follows;

RECEPTION OPENING HOURS

- Monday, Tuesday, Wednesday And Friday: 8.00am – 7.30pm
- Thursday: 8.00am – 6.30pm, from 1.00pm -6.30pm, the reception is still open, but only for patient queries and prescriptions, as all medical appointments at this time are managed by GP extended services.

SURGERY OPENING HOURS

- Monday and Tuesday: 9.00am – 12.30pm, 2.30pm – 7.00pm
- Wednesday and Friday: 9.00am – 12.30pm, 2.30pm – 7.00pm
- Thursday: 9.00am – 12.30pm

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.

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
 3. Langthorne Health Centre, 13 Langthorne Rd, London, E11 4HX, from 8.15am to 5.30pm Monday to Friday, and from 8.15am to 12.15pm on Thursdays

Blood test appointments can now be booked from the Langthorne Health Centre until 5.00pm Monday to Friday.

- Travel Immunisations - Patients, who wish to travel abroad will need to book an appointment with the practice nurse. This should be within 4-6 weeks before travelling.

The practice has a duty to provide nursing care to all patient's and has to create a balance of appointment types. For this reason, a maximum of 3 patient's can be booked into any one nursing session for travel vaccinations. Some families may have to be booked over more than one session.

Please book your immunisations 4-6 weeks before you plan to travel, as you will need to book 2 appointments;

1. Please make sure that you have completed a **travel risk assessment form** before you attend this appointment, as you may not be seen without the completed form.
2. The 2nd appointment for being given the immunisation (s).

NHS nurse's are not able to administer travel vaccinations within 10 days of travel. In this case, patient's will have to go to a travel clinic.

- Prescription Charges from May 1st 2019 - These charges apply in England only. In Northern Ireland, Scotland and Wales, prescriptions are free of charge, this information is true as of April 1st 2019.
 - **Prescription charge (per item): £9.00**
 - 3 month PPC: £29.10. This saves you money if you need 4 or more items in 3 months.
 - 12 month (PPC): £104.00. This saves you money if you need 14 or more items in 12 months.
 - If you will have to pay for four or more prescription items in three months, or more than 14 items in 12 months, you may find it cheaper to buy a PPC. PPCs are available by 10 monthly direct debit instalment payments. The PPC's allow anyone to obtain all the prescriptions they need from £2.00 per week.

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.

- Practice Care Networks (PCN) – A PCN is a collection of practices and other services in a particular area.

Our area includes Harrow Road, Triangle House, Dr Sharma's, Dr Kiyani's and our practice L.L Medical Care Ltd (Agarwal & Agrawal Practice).

Medical and other reception staff can be borrowed and work between the above 5 practices on an allocated scheme, allowing patients to be seen quicker and to improve patient care. This is still a work in progress.

- Waltham Forest GP Enhanced Services - People living in Waltham Forest are now able to make an appointment to see a GP in the evening and at weekends. These appointments are funded by Waltham Forest CCG and are delivered by Waltham Forest FEDNET.

The Hubs are located in the following 4 practices and appointments are available for anyone who is registered with any GP practice in Waltham Forest;

- Triangle House Health Centre
- Higham Hill Medical Centre
- Handsworth Medical Centre
- Allum Medical Centre

To support more people who need to be seen urgently by a local doctor, same day appointments in the hubs are available every weekday evening between 6.30pm - 9.30pm, and between 8.00am - 8.00pm on weekends.

HOW TO BOOK

Appointments can only be booked by calling 020 8519 3999.

BOOKING LINE HOURS

Monday to Friday: 12PM to 8PM

Saturday and Sunday: 8AM to 6PM

Forward Action Plan

The opinions, suggestions and feedback highlighted in the PPG meeting of 2018/2019 on Friday 24th May 2019 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 on Wednesday 4th September 2019 from 4.30pm – 6.00pm, with the next meeting to be held 4 months after 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.