

The Good Practice PPG Meeting – 20 November 2018

Attending

- Dr J Hammond GP (JH)
- Jan du Plessis PM (JduP)
- Nigel Fitch (NF)
- Alex Vowinckel (AV)

Apologies

- Michael Parkes (MP)(Temporary Secretary)
- Nancy Sykes
- Suzanna Bourner Clifton
- Rinna Sulonen
- Rosemary Baker (RB)
- Allan Erickson (AE) Chair

1. PREVIOUS MINUTES / MATTERS ARISING : Adopted

2. Surgery Befriending Service / What would work for us?

- a. Befriending service
- b. Matching older and younger patient – mutually beneficial.
- c. ? Invite James to our next PPG Meeting – he leads the befriending service for AGE UK Chelsea to give us some guidance with the planning of our service.
- d. We need to involve existing services (MCMW, District Nursing, Local community projects, Age UK etc.) to make sure we don't duplicate services
- e. Compiling the information re befriending / activity / social events and make this available in the surgery and via our website.
- f. An option might be to have a 'coffee morning' once a week for 2 hrs. This would create a space for pts to socialise, seek information, and enjoy a cup of coffee. – This model would be less complicated to implement and will avoid DBS Check.
- g. For further discussion at next PPG meeting.

3. Complaints (4 Complaints)

Secondary care related Referral = 1 Resolved with pt.

Clinician / Practice = transgender patient felt unsupported by the practice.

The patient requested that special investigation, requested by a private provider be performed by the NHS.

The GP explained that we do not have a shared care agreement with this provider and therefore the investigation is not funded by the NHS.

We contacted the patient in person to discuss his experience, reassuring him that the above was not discriminatory. I offered a face to face meeting to discuss his experience. The patient declined and informed me that he will be moving to another general practice.

(see further discussion re LGBTQ+ Health Awareness Week March 2019)

Complaint re Home Visit / Triage

Daughter of elderly pts not satisfied with the service, triage by clinician for visit in next week.
Seen 3 days later by MCMW Senior Staff
Pt had 11 encounters in one month 1 GP 4 MCMW 4 D/N, and 2 HCA appointments
Discuss with all staff involved – explored pts expectation
Resolved

Patient Confidentiality –Pt stated that sensitive referral letter was release by surgery staff to an ex-partner.

We requested copy of documentation released.
Presented to surgery 3 months post initial contact
Document (referral letter for talk therapy) with minimal non-specific info
Referral made in 2015
We are unable to comment
Learning: Audit clinical system re generating documentation for pt
GPPR Review
We have made full clinic records available online.

4. Brief Surgery update | Medical Students | List Size | Staff

List size 4700

Planning additional consultation room on ground floor and improving clinical space in basement.

We have applied for an NHS improvement grant – Jan 2019

3yr Imperial medical students starting in Jan 2019 – 9 week attachment with the surgery / 4 days per week

Dr Marwah has moved on, we would like to wish her all the best for future.

Dr Fontaine might be returning in May

On-going work to improve clinical targets – utilising Dashboards to review our performance.

We would like to remain pt. centred.

We have created waiting lists for Drs, if we cannot offer a patient an appointment with a Dr of their choice within one week, pts. Have to opportunity to be placed on a waiting list for that specific Dr. Extra clinics are created or pts are informed of cancellations.

5. LGBTQ+ Health Awareness Week March 2019 (local initiative)

We proposed raising the practices profile as an LGBTQ+ friendly service.

Actively taking part in LGBTQ+ Health Awareness Week March 2019, hosting an evening event at the surgery inviting a host speaker. (Possibly focusing on LGBTQ+ Parenting) – promoting our services in local LGBTQ+ press.

Alex has kindly agreed to assist us in reviewing internal and external procedure / review our diversity policy.

Explore links with CWH / Kobler Centre

Update our surgery Statement of Purpose and policies including procurement policies.

Additional Diversity and Equality training for all staff.

Updating surgery website in line with Stonewall guidance.

Alex Vowinckel has kindly volunteer to be the PPG lead on this event.

6. AOB

Nigel has requested that information re access, waiting times, DNAed appointment etc. be shared with the PPG. We submit data to NWL CCG re Access, Online utilisation and clinical performance on a quarterly basis. We will be sharing this information at future PPG Meetings.

We are also planning to launch a DATA tab our surgery website to publish performance data.

Discussion re FLU vaccine performance and PPG requested to be part of next year's flu season planning.

The PPG members gave good feedback re utilisation of the blackboard in front of the surgery – found to be a very useful resources in sharing information.

7. DATE OF NEXT MEETING

Tuesday 26 March 2019 18:00