

# Patient Participation Group (PPG)

The Good Practice | 409 King's Road | Chelsea | London SW10 0LR  
Monday, 16<sup>th</sup> October 2017 (17:00)

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## 1. Welcome and Introductions

- Jan du Plessis, Practice Manager
- Louie Rallo, Senior Administrator (Minutes)
- Allan Erickson, Chair
- Michael Parkes
- Riina Solunen
- Nigel Fitch
- Rosemary Baker (apologies given – will be joining late)

### Apologies

- Dr Hammond, GP Principal
- Alex Vowinckel
- Nancy Sykes

## 2. Feedback from General/Personal Medical Services (GMS / PMS) Meeting

NF attended recent Healthwatch Kensington & Chelsea meeting organised by Odeta Pakalnyte) on behalf of The Good Practice PPG (JdP on annual leave), summary provided (see Annex 1). Three main areas covered on the day were:

- a. General Practice / Primary Care contract changes
- b. Funding arrangements following PMS review and new AMPS
- c. Workshop: Patient experiences – facilitated by K&C 2 x Councillors

More detailed information about GP contracts can be found on NHS England's website: <https://www.england.nhs.uk/gp/gpfv/investment/gp-contract/>.

MP suggested the practice advertise more about the PPG, its roles & purpose and making it easier for other patients/service users to contact or feed into the group – perhaps on the noticeboard by the entrance/at reception.

Some members expressed their reluctance to share their own personal contact details for obvious reasons. LR suggested a dedicated mailbox be created to enable patient feedback to be sent directly and collated for the group.

### **Actions:**

NF to share slides from the day

LR: [ppg.thegoodpractice@nhs.net](mailto:ppg.thegoodpractice@nhs.net) need to be added to practice information leaflet, displayed on surgery notice board and surgery website.

JdP and LR will monitor the PPG email address and forward relevant emails to the PPG. Management of the PPG email will be reviewed at the next meeting in Jan 2018.

## 3. Practice Updates

JdP talked through quarterly (Oct 2017) practice newsletter (see annex 2), produced by Angela Garvey-Hammond) which is available in hardcopy from reception and was also published on our website ([www.thegoodpractice.london](http://www.thegoodpractice.london)). Key notable updates:

- a. New opening hours: earlier access i.e. patient can now call or come into the practice from 08:00am, no more lunchtime closure between 12 noon & 14:00 and extended/late surgery on Tuesday & Thursday evenings until 20:30.
- b. Staffing: additional GP's surgeries now provided by Dr Marwah (female) on Mondays & Tuesdays and Dr Fontaine (male) on Wednesdays & Thursdays.
- c. Flu season: walk-in clinic on Tue, 26<sup>th</sup> Sep 2017 followed by daily walk-in for the following 2 weeks. Flu vaccinations were also offered to patients at Pharmacies (who were obliged to inform respective practices so that patient records could be updated). Uptake this year was lower/has been slower compared with previous year (2016).

Patients were of course free to choose where to go for this service – it was noted that funding would be paid to wherever the patient chose to obtain their flu vaccination.

RS feedback from a marketing professional perspective was that the newsletter is too lengthy/wordy and would be more effective with just the top 3 headlines followed by links to other service and more detailed updates.

MP emphasised that whilst communications are evidently moving more and more towards digital media, that it was important to remember that not all patients will have access to or are not confident users of this technology e.g. elderly, and important to still provide hardcopies or alternative means of communicating news.

**Action:** RS offered to meet with JdP and help/input into future newsletters and the website

#### 4. Surgery Staffing

Following on from the above staffing updates, JdP reassured the group that comprehensive induction and ongoing developmental training e.g. customer service, is being provided to reception staff.

MP shared his experience of reception helpfulness and not being able to get through on the main telephone line despite trying to call from 08:30am and being held in the queueing system. After doing own research found that other services e.g. ear syringing was being offered at alternative centres e.g. Parsons Green Walk-In Centre. Would be useful if Reception could have/provide more information i.e. sign-posting to other services.

**Action:** LR to provide general information and training to reception staff about our service to enable better sign-post patients to services available and provided at local walk-in centres e.g. Earls Court, Violet Malchette, Chelsea & Westminster Hospital, etc.

*Useful information on services in Kensington & Chelsea for patients can be found online:*

- [An A-Z list of health services available in Kensington & Chelsea](#)

- [Central London Community Healthcare](#)
- [Healthy West London – Advice on Self Care](#)

#### 5. Service Development: New Telephone Triage Service

JdP updated the group on new telephone triage service that will be available for patients from 23<sup>rd</sup> Oct 2017. From 08:00am patients will be able to call into the practice where reception will add their details onto the booking system on a first-come, first-served basis. A Doctor will then call each patient back for a telephone consultation and if deemed clinically necessary the GP will book a face-to-face slot mid-morning (see annex 3).

Priority will be given to acute / urgent problems and any other or less-urgent i.e. not requiring face-to-face consultations can be resolved over the telephone e.g. prescriptions done electronically and send directly to pharmacist for collection, sick notes produced for collection later in the day. Pre-bookable appointment slots will still be available (up to one week in advance).

RB shared her knowledge that other practices have already implemented this system which has proven very effective. The group agreed that it will be important to communicate this change clearly to all patients.

#### 6. Any Other Business (AOB)

The chair invited the group to offer any other items for future agenda discussions. MP: Already mentioned earlier (role of and feedback from patients to the PPG) and links with and sign-posting to other services e.g. other walk-in centres.

RB: None

LR: PPG communications and dedicated email address

JdP: None

RS: Practice communications i.e. newsletter and website

HF: None

AE: suggested obtaining free newspapers for the patients to read while waiting at reception e.g. Metro, Evening Standard, etc.

Chair thanked the group for their attendance and participation and looked forward to the next meeting.

#### 7. Date of next and future PPG meetings: JdP to confirm

- Jan 2018
- Apr 2018
- Jul 2018