

Date / Time: Tuesday, 18 July 2017 - 18h00

Title: PPG Meeting 18 July 2017

Surgery Represented by:

Dr Justin Hammond (GP)
Angela Garvey Hammond (Consultant)
Jan du Plessis (Practice Manager)
Helen Thang (Surgery Link Pharmacist)

Apologies:

Nigel Fitch
Michael Parks

PPG Members Present:

Alex Vowinckel
Allan Erickson
Nancy Sykes
Rosemary Baker
Rinna Sulonen

AGENDA

1. Choose Wisely (Helen Thang, Dr J Hammond)
2. New Staff and roles within the surgery, Practice Nurse Amparo Belda, Update on recruitment Assistant GP. (Dr J Hammond)
3. Patient Questionnaire - results and action points (Angela Garvey Hammond)
4. Extended Hours (Dr J Hammond)
5. Newsletter Quarterly, PPG to contribute
6. PPG Roles – Voting for Chair, Vice Chair and Secretary.

Choose Wisely

We introduced Helen Thang our surgery Link Pharmacist, she works for NW London CCG, advising GP surgeries on medicines management and prescribing optimization.

Helen talked briefly about the background and wide range of experience as a pharmacist. She went on to explain that this is not a voluntary scheme but was introduced by NHS England and WL CCG selected Choosing Wisely to achieve the required £ 15million saving on prescribing. Helen went on to explain that medication prescribed on the NHS is reimbursed according to the medications drug tariff price.

Paracetamol: It represents a price per prescription of £3.83 (cost to the NHS)- compared to just 25p a box from the supermarket.

Dr Hammond explained that patients with chronic conditions requiring analgesia like paracetamol will not be affected by this scheme.

The second part of the scheme encourages patients and carers to order their own repeat prescriptions, as there is a lot of wastage when pharmacies reorder on a patient's behalf. Encourage patients only to order what they require and not stock pile. It is estimated that the NHS prescription wastage annually is £ 350 million.

General discussion: concern raised re advice received from pharmacists, ability to access GP and safety netting. Helen explained the training pharmacist undertake to identify potentially harmful conditions v minor ailments.

Further information will be distributed to the PPG for consideration. We would welcome the PPG's views on how to best communicate Choosing Wisely to our larger patient population.

New Staff

Dr Hammond introduced our new member of staff.

Amparo Belda joined the practice in July; she is an experience practice nurse and will have regular clinics on Tuesday. These can be booked in advance with no restriction.

Her main interest will be Childhood Immunisations, Cervical screening, Travel vaccinations, chronic disease management (COPD and DM) and wound care.

A discussion followed relating to recruitment of a new GP assistant, the national shortage of salaried GPs. We currently have 2-3 regular Sessional GPs who works at the practice. Both sessional GPs are experienced and have had good feedback for patients and members of the PPG.

Dr Hammond updated us on the recruitment status for a new GP. We care currently filling the vacancy with regular sessional GPs. Members of the PPG had positive feedback after consulting our regular sessional GPs.

Patient Questionnaire - results and action points

Angela Garvey Hammond conducted a patient survey during surgery hours. (See attached)

Feedback in the following categories rated on average 4 -5 stars | Recommend to Friends and Family, Dignity and Respect, involvement in discussion and providing accurate information.

Telephone access an appointments score on average 3 – 4 stars.

A member of the PPG stated that whenever you call the surgery in the morning you are listed at position 16 – 19 from experience we feel this is not an accurate reflection of the number of callers in the queue. Over the last year we have been introducing more appointments including telephone appointments. Jan will be in contact with our telephone provider to enquire re the queue system accuracy.

Reception staff is experienced, resulting in efficient call handling and dynamic appointment booking.

We have been keeping a log and on average only have to seek alternative medical review for 2 – 3 per day. (extended hours, Urgent care, walk-in-centre etc)

Some of the comments received:

'The reception staff is a joy to deal with. Always willing to go that bit extra to help. Such a please to be treated with kindness and understanding.'

'All the staff are caring and friendly.'

'First class care and service.'

'When I call in the morning all the appointments are gone but sometimes I get through and can get one.'

Consent have been obtained to publish the result of these questionnaires online. We hope this will give a more balance view of the surgeries performance online.

Extended Hours

The Good Practice has applied for a contract with West London CCG to offer extended hours.

If our application is successful we will be implementing extended hours from September 2017.

With extended hours the surgery will be open from 8:00 – 18:30 on Monday, Wednesday and Friday.

Tuesdays and Thursdays our opening hours will be 08:00 – 20:30.

This is part of the surgeries commitment to improve access.

Quarterly Newsletter

Angela informed the group of the planned quarterly surgery newsletter. The first addition is near completion and will be distributed in reception and via the surgery website. The purpose of the surgery newsletter will be to inform patients of services offered, introduce new members of the surgery team, etc. The newly formed PPG will be introduced.

PPG Roles

Chair	Allan Erickson
Vice Chair	Alex Vowinckel
Secretary	Nancy Sykes
IT Support	Rinna Sulonen