

## Minute's Patient participation Meeting Wed 19<sup>th</sup> February 2014

Present: SH, MWy, BB, AM, DL, CM, RB,JE,DE,VS,HS

- SH first meeting, introductions. New member attending today VS, welcome
- Apologies DG, DM
- Action plan following patient survey results discussed and agreed;
  - No 1: Actioned 26.11.13 and 1.12.2013, no further action required
  - No 2: Actioned 26.11.2013. Members of group thought it was a good idea to display a poster in the waiting area/reception lobby inviting patients to give us feedback and comments regarding their encounters with the practice. Mwy has agreed to make comments box more prominent to encourage patients to leave feedback. To be actioned by 31<sup>st</sup> March
  - No 3: Discussion around the need for water in waiting area. All agreed that this would be nice for patients. H&S concerns discussed and cost. Agreed to start by displaying notices in the waiting areas informing patients that water is available on request and to ask reception. Consider reviewing on next patient questionnaire.

Discussed the request for Toys and Magazines in the waiting areas. Due to H&S we no longer have toys or magazines available to prevent the spread of germs. The group suggested having a poster with pictures explaining why e.g. lots of germs so we do not have toys/magazines available rather than saying "for Health & safety reasons" Poster to be displayed as discussed

Discussed the option of having a health education screen available in the waiting area and the group thought this was a good idea. PM we will look into this.

- No 4. Discussed confidentiality at reception and handing in specimens etc. Suggested that patients could use a bag to put their sample in if do not wish to hand over in clear plastic bag provided. Agreed for a notice to be displayed in the lobby advising patients they can ask to speak to the receptionist privately if they wish. Notice to have pictures as this often draws the eye, rather than another wordy notice that people tend to ignore. Also discussed staff training, will continue to train staff throughout the year. Next training afternoon at practice on 20<sup>th</sup> March, will incorporate confidentiality and awareness training.
- No 5. Actioned 26.11.2013
- No 6. Discussion around opening hours, some awareness promotion needs to take place, as a few patients requested late night surgeries and the practice already offers late appointments. Practice website now up and running and this information is now on website. Information posters displayed 1.12.2013. Discussed possible "challenge fund", a pot of money possibly available to practices who can increase their access/choice for patients. This money is non-recurring, so practice needs to consider what the possibilities are and whether it is financially a long-term option.
- No 7. Feedback to staff and display in waiting room sharing results.

- Locality Patient Group – DL and CM attended meeting on 7<sup>th</sup> Jan 2014. Areas discussed, practices opening 8am-8pm 7 days a week, Dulwich hospital developments, looks like part of building may be converted into house. Also talk about developing a new clinic/centre for specific conditions. Blood testing Department plans to remain.

#### AOB

- Discussed development of next door (62 Nunhead Grove) planning notice received to convert into six residential maisonettes and two residential flats. Surgery has submitted comment as concerns over building works, loss of light, privacy and parking. Details given to group members of website and reference number if they wish to view plans, or submit comments <https://forms.southwark.gov.uk> Ref: 13/AP/4515
- CQC Visit will be anytime soon for practice. They will wish to contact members of group, volunteers BB,AM,DL Thank you
- Discussed care data and groups awareness. Some were unaware and also concerned that this data will automatically be pulled across on the agreed date. This was originally 1<sup>st</sup> April, but has now been postponed for 6 months. Group felt it would be a good idea as a practice of “opt out” all patients and do a display giving patients the facts and the option to “opt in” if they choose.
- Patient booking in system discussed. 6 members of the group liked the system. Quite costly to practice, perhaps will review with staff/patients at a later date.
- Confirmed Osteopath and Acupuncture service will cease at practice on 31<sup>st</sup> March
- No date agreed yet for next forum meeting. Maggie will stay in touch with members and send possible dates within next couple of months.
- PPG Members training hand out given. Training being offered Tues 25<sup>th</sup> Feb 5:30-8:30pm @ Employment Academy, 29 Peckham Road, SE5 8UA or Wed 26<sup>th</sup> March 5:30-8:30pm @ Cambridge House, 1 Addington Square, SE5 0HF. Places can be booked online or by calling 020 7525 7888. BB pointed out the training on 25<sup>th</sup> Feb clashes with another meeting and has suggested the providers liaise with each other, as some PPG members will wish to attend both.

BB wanted to say how good it is to have such positive comments from patient survey results and feels lucky and grateful to be a patient here. SH will feed this back to staff/clinicians