

# IF YOU WOULD LIKE A COPY OF THE MINUTES FROM THE MEETING PLEASE ASK AT RECEPTION

## PATIENT PARTICIPATION GROUP

Wednesday 25<sup>th</sup> July

### AGENDA:

1. Welcome and introductions – Kas Shackleford (KS), Practice Manager, introduced herself and Katie Duffield a new Receptionist at the practice.
2. Patients' feedback, suggestions and comments – KS reviewed the feedback received from the monthly Friends and Family Feedback that are text to all patients attending an appointment at the practice as well as the paper surveys available in the waiting areas, reception desk and in all the clinical rooms. She explained that the survey results are discussed at the monthly practice meetings with all the staff and feedback is taken on board to enable the practice to improve its patient experience. KS noted that the feedback had been very favourable over the last 6 months – please see results below.
  - a) January – 97%
  - b) February – 92%
  - c) March – 92%
  - d) April – 85%
  - e) May – 87%
  - f) June – 97%
3. Practice Overview – KS thought it would be beneficial for the group to understand who works and supports the practice:
  - a) Staff at the practice:
    - Dr C Scudder – Principle doctor offering clinical sessions each morning Monday – Friday as well as specialised sessions on Monday and Tuesday afternoons.
    - Dr S Lewis – Salaried doctor (male) supporting Dr Scudder and working Monday mornings, all day Thursday and Fridays as well as every other Wednesday morning.
    - Dr S May – Salaried doctor (female) supporting Dr Scudder and working all day Monday and Tuesdays as well as every other Wednesday.
    - Oyin Olojo – Practice Nurse working Tuesday, Wednesday and Friday
    - Mehran Soomro – Healthcare Assistant working Monday – Thursday
    - Kas Shackleford – Practice Manager
    - Sam Blake – Administrator on maternity leave until October
    - Sharon Devlin – Receptionist
    - Katie Duffield – Receptionist
    - Ameira Castilla-Davies - Receptionist
  - b) My Care My Team – supporting our over 65 year old patients. Please speak with

- any staff member to be referred to the team.
- Andrew Kay
  - Jean Lynch
- c) Health Trainers – Claudia is available on Wednesday and Thursday mornings to offer advice and support with all social and health areas.
- d) Smoking Cessation – the team offer a session on Thursday afternoons at the practice as well as all over London at a time to suit you.
- e) Opening times and Extended Hours – KS ran through the opening times of the practice as well as described the facility in the Violet Melchett to see a GP or Practice Nurse in the evenings or weekends. All members present were happy with the access the practice offers:
- Monday: 8am – 7pm
  - Tuesday: 8am – 7pm
  - Wednesday: 8am – 2pm
  - Thursday: 8am – 7pm
  - Friday: 8am – 7pm
4. Update on The Violet Melchett Clinic – Patient Engagement. KS explained that unfortunately she had very little to feedback to the group as there had been little development communicated to the practice.
- a. David Cox - Strategic Estates Consultant had responded to KS's request for feedback to report to the group with an email that he said could be shared at the meeting:
- As discussed at the CLS meeting last week the CCG met with Cadogan on 11 July 2018. They updated us that they have made some progress with their plans for the site and this has included interaction with RBKC planning department.*
- Cadogan want to ensure they properly assess the opportunity of this site, as it hasn't been within their control for the last 99 years.*
- The existing lease with RBKC as the head lessee expires in September. Cadogan are aware of the NHS occupation as underlessee's and they intend to grant new leases during the interim period whilst they consider their longer term plan. This will provide a shorter term occupation assurance, but the new lease has some flexibility to cope with future development options as yet to be determined.*
- Cadogan have indicated that through their recognition of the NHS occupation they are proposing to have separate RBKC and NHS leases.*
- The CCG is considering which organisation would hold the NHS occupation lease.*
- The CCG is continuing to apply as much pressure as possible to encourage Cadogan to finalise their decisions.*
- The meeting discussed the influence that Cadogan have in the area and opportunities to liaise with other influential community members to ensure the safety of the practice and facilities in the clinic. Members were concerned about the disruption that building works could cause the practice. KS assured them that the West London Clinical Commissioning Group (WLCCG) would be supporting the practice and patients to ensure as little

disruption as possible for patient care.

b. Survey results – please see below:



Chelsea practice  
patient engagement st

#### 5. Online Access / Wifi and Prescribing:

- a) KS described the Prescribing Wisely initiative that the WLCCG and North West London have undertaken to try and stop pharmacies from requesting medication (specifically creams and inhalers) from the practice that patients do not require. The aim is to save our NHS money. From February 2018 all patients that are capable have been asked to request their prescriptions from the practice directly either via the website, online access, email, fax or written requests. A list of vulnerable patients have been put together by the practice and local pharmacies to enabling pharmacies to still be able to request their prescriptions. Although it has taken some time for the patients to learn this new method of requesting prescriptions everyone has adapted well.
- b) KS explained how useful having online access can be – requesting repeat medication, booking and cancelling appointments as well as viewing your medical records. At present 23% of patients have registered for online access. To activate your account please email or bring to the practice your driving license or passport.
- c) There is Wifi access in the practice for patients. It is called NHS\_Wi-Fi and no password is required.

#### 6. Small project ideas and updates including important updates from the NHS and research at the practice

- a) Christmas Tea Party – KS explained about the success of the Christmas party in December for our vulnerable and isolated patients. She is hoping that the practice can have a party this year and invite more patients.
- b) Undertaking diabetes survey – the practice is liaising with the National Institute for Health Research. They will be offering a survey to our Diabetic patients to understand the care they receive in the community.

KS is very keen for the practice to be a part of research and she mentioned Dementia Research that the practice supports which identifies volunteer patients and matches them with current research projects. There are leaflets in all the clinical rooms and the waiting area.

#### 5. Date of the next meeting – October 2018

The meeting lasted about 1 hour.