

Dr C. Scudder

The Chelsea Practice

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PATIENT PARTICIPATION GROUP MEETING 15th October 2014

MEETING MINUTES

- **Introductions** – KS introduced the members present and gave apologies for those that were unable to attend. She went onto to remind the group that some of the participants are virtual and give there feedback via emails. She also wanted to encourage anyone new to join and suggested that this may be added to the registration form.
- **Feedback from last meeting**
 - **Choose and Book update** – KS explained that last meeting the group had asked whether she could find a way for the patients to know more about the hospital and their performance before a patient chose to attend it for their outpatient appointment. KS has sourced a website link that has been added to the choose and book letters that are sent to patients for them to make their appointments into secondary care. The link allows the patient to view the Friends and Family test results for the local hospitals and therefore allow the patient to make an informed decision about which hospital they would prefer to visit. The group agreed that this could be beneficial.
- **Annual Survey**
 - **Questions to ask** – KS explained that the PPG and practice would be putting together a new survey for 2014-15 to be released after Christmas. This is an ideal way to find out what the patients want from the practice and areas that they feel can be improved upon. The group looked through the previous survey to decide which questions they would like to remain in the survey for 2014-15:
 - *Do you feel your confidentiality is being observed in the reception area by the practice and staff* – the group felt that it was important that pts continued to feel as though their confidentiality was being observed more so by other patients at the reception desk. This question would help keep awareness.
 - *How easy is it to get through on the telephone* – the group thought this could still be a problem for patients calling at peak times and would lead on well to offering the appointments online.
 - *Have you had to wait more than 3 days to see a doctor for a non urgent appointment* – the group all agreed that this was important for patients and any feedback could be beneficial. This could also lead quite well onto questions regarding extended hours and using the Knightsbridge Medical Centre (KMC) on weekends.
 - *If you attended an outpatient appointment how has it been & Do you have any suggestions of how to improve your outpatient experience* – KS mentioned how important it is to gather feedback from pts so that the services can be improved. The group agreed.

- *What ideas would you like the surgery to consider to make it better for you* – the group agreed that this open question was a very good opportunity to gain patients wants and requests of their practice.

The Group then discussed the new questions they would like added to the survey:

- *Did you know that you can book your appointments online* – as mentioned above the question can then direct patients to new information and IT tools to improve their access to the practice.
- *Would you like the surgery to open for evening surgeries* – this question would then find out how important the extended access for patients is and whether the practice should take steps to make this available for the patients.
- *Did you know that you can access a GP at KMC on Saturday and Sundays* – once again the survey can be a good forum for informing the patients about the service. Members of the group were very favourable of the KMC weekend service and thought there should be more publicity about it. KS will gather more leaflets and posters to promote it more.
- *Is there any research or health topics you would like the practice to look into for the patients* – the group were very favourable for using the practice to promote patient health and though by asking this questions we can find out which areas of health promotion the patients feel are important.

- **Systmone update**

- **Booking online** – KS informed the group that patients can now book their appointments online via the website. She explained that they would need to request their username and password from the reception team and therefore provide their driving license or passport. She explained that she would be putting up posters alerting patients to this facility.
- **Summary Care Records** – KS explained that by March 2015 all patients would be able to access some of their medical details online unless they had refused consent to share their data. She would keep the group updated with the progress of this

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- **RW re use of Viacom for video links** – a virtual member of the group had requested that the practice use webcams to communicate with patients that are house bound or unable to attend the surgery. She informed that group that this was something the practice was working on. The company Viacom were installing this facility in some pilot practices with the aim for rolling this out to all practices. She would keep the group updated as more information became available.
- A member of the group asked whether NHS Choices could identify the boundaries for practices so that patients knew which practices they could join. KS would look into this. She also feedback to the group that from January 2015 the boundary lines may no longer be set and anyone could join the practices. This would mean that NHS England would have to organise for home visits for all patients living outside the boundary lines. The group were a little worried that this would increase the size of the practice too much.

KS informed the group that the next meeting would be before Christmas.