



PATIENT PARTICIPATION MEETING

WEDNESDAY 6TH AUGUST 2024

FACE TO FACE/VIRTUAL MEETING CONDUCTED VIA TEAMS AT 12:00PM

IN ATTENDANCE:

Marius Brill (MB) – Operations Manager

Federica Mortillaro (FM)- Reception Manager

2 Patients

PH

RB

MINUTES:

PH queried how many in attendance at today's meeting and how they were communicated with beforehand

FM informed that invites were sent via email/text 2 weeks before and a reminder a day before, and that we have about 220 PPG members on our list at present. PH mentioned how communication should be improved for PPG.

MB mentioned when things are going well at the practice, patients are also less likely to attend the meetings. MB mentioned whether she was aware of community corner.

PH mentioned yes she was. She attended one meeting about two years ago. She used to get communication every 3 months and now she never knows.

MB mentioned they hold regular meetings now at community corner and they also have walk in. Mentioned there's a lot you can take part in the community.

FM Introduced herself and those in attendance at today's meeting. (Note RB joined meeting 10-15 minutes in and missed introductions). FM also mentioned our new salaried GP Dr Harshey his working days at the practice and Thursday and Friday morning and afternoons.

PH asked if Dr Brodie was leaving the practice, FM confirmed that he was leaving at the end of the month. FM mentioned the positive feedback we received from patients regarding Dr Harshey.

FM then went on to mention community corner which MB did touch on. She mentioned that it is a walk in and the timings for it. FM also mentioned other services patients can access from the Chelsea Practice such as Violet Melchett and how reception can book you directly into extended

hours appointments if you require an urgent appointment in the evening or weekend or even a routine appointment if you prefer to attend in the evening or weekend. She mentioned how we do not have a social prescriber at the moment, but community corner are able to help with the same issues as well as MCMW for over 65, who can help with financial, housing and etc. FM also mentioned how community corner activities are updated on the waiting room notice board

MB mentioned activities such as community garden meeting every week.

FM mentioned the smoking cessation clinic and how it's held every Thursday afternoon remotely for patients, mentioned how it's for patients interested in stopping smoking and getting help to stop smoking. FM mentioned One You which is run by Health Coach Shirley on Monday afternoons from the practice.

PH questions what Shirley's role is. FM clarified she helps patients by giving them dietary advice, tips/advice on losing weight and helping with patient's lifestyle. Patients can access this by booking in with reception.

FM then went on to mention that the practice is bringing out a Newsletter on 1st October and wanted to ask what patients would like to see mentioned in it?

PH mentioned it would be great to see what services such as community corner is offering and anything do with wellbeing. Maybe holding community bridge or chess was mentioned by PH.

PH then asked whether we were working hand in hand with Health Partners.

MB said not directly, they are one of the surgeries under the 13 under Brompton Pan PPG. MB mentioned we use each other's services such as extended hours and etc. MB mentioned how it can be confusing as surgeries are all close by. H asked whether more signage would help?

PH then asked about the catchment area and whether we are capped at the number of patients. MB stated we do not have a cap on the amount of patients we take, but there is a catchment area, and asked how many patients we currently have at the surgery. FM mentioned we have around 6500 patients. MB mentioned our catchment area is quite strict as we want to make sure patients receive the best and safest care they can. He said how it's not good practice for GPs to have to travel miles for a home visit.

FM mentioned how our PPG needs to nominate a chair. And how there was a Pan PPG meeting a couple of weeks ago and we were not able to nominate any representatives for it.

MB then asked FM what the responsibilities for the chair was at the Pan PPG?

FM mentioned that this individual would be representing the Chelsea Practice, mentioned all the surgeries under Brompton also nominate individuals and the meetings take place quarterly. FM mentioned during these meetings PPG members would bring any concerns they have re their surgeries any advice and vice versa we would do the same. RB did ask whether these meetings were in person or would there be an option to attend virtually. FM did mention there was an option to attend virtually as well.

FM then asked if anyone would like to volunteer themselves to be chair?

RB's main concern was how many meetings are there?

FM mentioned she would have to get back to him and find out, and that it should be quarterly. She will email Faith to confirm the upcoming dates for the Pan PPG.

RB then said he would be happy to be chair.

FM then went on to mention the NHS app and how our receptionist Hayley will be running a workshop for two hours every week. One hour in the morning and one hour in the afternoon twice a week. FM mentioned how we would like more of our patients to request and book appointments using the NHS app. How we would like to move forward and get everyone comfortable using online services. FM then went onto mention the benefits of using the NHS app and how you can book GP appointments without having to wait a long time on the phone. FM mentioned how we will be setting it up a help station in the waiting room for patients to walk in or they can also book in with reception.

FM then went onto show attendees the family and friends results for the month of June. FM was then asked how these family and friends survey results are obtained, she mentioned that every week text messages are sent to those who have attended appointments at the surgery that week and patients will receive a link. FM also mentioned that patients can fill in the form in the waiting room and can put into the black box if patients are unable to use phones or follow the link.

MB mentioned how it is rewarding for all staff that we receive good feedback and how we are also trying to encourage patients to leave google reviews and how there are stickers in receptions for patients to scan.

FM then went onto mention we are implementing a new phone system soon (Surgery Connect). Mentioned how it has been used in her previous practice and works very well. Mentioned that at the moment when a patient rings the surgery it rings straight through to reception. There is no menu. FM asked attendees what they would like to see implemented on the phone systems? Whether they would like to see specific times on certain topic areas such as prescriptions, test results etc. Mentioned how at the moment our call times for urgent appointments are at 8:00am and then again at 2:00pm. FM mentioned how a lot of the calls we are received at 8:00am are often not urgent such as prescription queries or booking routine appointments with a nurse or GP. Then the patients that want urgent appointments get frustrated and hang up and a patient is now left without an appointment. FM mentioned how if there were designated times for prescription queries or test results this would help patients to get through more easily.

MB then went onto mention how the new phone system will also have a call-back system. If you are fourth in the line and waiting for longer than 10 minutes you will have an option to select a call-back or continue waiting on the line. Attendees mentioned this would be a good option.

FM then went onto mention that you receive a link to see how long the call back will be and your place in the call queue, so you don't keep anxiously checking your phone to see if you missed a call.

MB also mentioned how the systems will recognise which patient is calling based on the phone number, and this will make it easier and faster for receptionists to attend to the patient's needs. RB mentioned new phone system seems much more streamlined and that phone calls should come down. FM mentioned that is the goal they were hoping for.

FM then went onto mention that we don't want you not to call the surgery, but we want the patients who need urgent appointments to be able to reach us and not miss the phone call. So we would like to encourage more patients to go online. PH then went onto mention the NHS app and how easy it is to be able to see your blood results on the NHS app and how sometimes you may not even need to contact the GP because you already have seen the results which also saves a lot of the receptionist's time. RB mentioned one of the frustrating things with the NHS app is that sometimes you can see your results faster than the doctors are able to.

FM asked whether anyone else would like to add anything? Both attendees mentioned how they were quite happy with practice overall, but would like to see better communication from the PPG overall.

MB also mentioned flu season will be starting shortly, so lots of patients will be receiving text messages and the website will be updated.

FM mentioned PPG meetings will be much more regular and planned in advance with regular communication. Attendees then went onto ask when the next meeting was and FM confirmed she would be in contact with a date either via email/text/letter.

Meeting ended at 12:40.