

Patient Participation Group

Minutes of Meeting dated 07 June 2023 at Basildon Road Surgery

Attendees

Sarah Robertson (SR) - Abbeyslade

Katie Minter (KM) - Abbeyslade

Also attended by 3 PPG Members

SR introduced herself as a new member of the Reception Team and PPG Lead going forward and welcomed everybody to the meeting and thanked them for coming. Tea, coffee and biscuits were provided. PPG Members then introduced themselves.

We all discussed the updated PPG Board in the waiting room and the response from everyone was positive. It was suggested that perhaps a colourful welcome sign might be a nice addition to the new board, which SR will action soon, along with a copy of the new PPG information card that is currently in the waiting room.

The meeting was then moved onto any feedback or suggestions that patients may have. SR asked how the PPG members found the services that Basildon Road Surgery offer. SR then explained that Basildon Road Surgery currently offers two in-house Physiotherapists (1 to 2 days a week), a Mental Health Nurse (one day a week), 2 Practice Nurses, a Pharmacist (2 days a week), access to the Live Well Team and of course our 2 GPs. All members seemed to be quite impressed with the services available to them.

PPG Members then went on to say they feel that there is a shortage of face to face appointments. SR explained that Dr Jyoti will be holding 2 afternoon sessions from September and that our Practice Manager is constantly actively looking for locum GP's. SR went on to ask if members were aware of the e-consultations available to complete on-line. PPG Members took this opportunity to look at this service on their phones and seemed quite pleased with how simple the process is, including attaching pictures to the e-consultation if necessary. SR explained that this can sometimes be the quickest way to see a GP or receive medical advice. SR also explained that a Pharmacist in a Chemist is always a good point of contact and can offer medical advice. Receptionists can refer patients to a pharmacist (if necessary and agreed) and patients should expect a response within 24 hours from the pharmacist.

PPG Member went on to request that Basildon Road Surgery hold a "walk in centre" at least one morning or afternoon a week and asked why the previous one had stopped. SR explained that she wasn't sure why it had been stopped. SR then explained that Erith Urgent Care is a walk in centre which is fairly close. SR passed these comments to Dr M Chand who confirmed it is not possible as the practice is facing great difficulties in meeting the 2 week appointments target (there is currently a universal shortage of clinical staff). He went on to confirm that the main priorities at the moment are 1 - Face to Face appointments, 2 - Telephone consultations, 3 - e-consultations, 4 - admin clinical work. Urgent Care Units in A&E are walk in consultations which are situated in Erith and Woolwich

(Queen Elizabeth Hospital). There are currently no GP Practices in Greenwich CCG (Clinical Commissioning Group) which offer walk in services.

PPG Members then went on to ask why the TV is not on in the waiting room or the air conditioning unit. SR explained that the air-conditioning unit no longer works and is unfixable. SR also explained that she believed the reason the TV wasn't on was due to licencing restrictions. SR mentioned these comments to Dr M Chand who confirmed that there have been mixed comments from the patients in the past regarding this which is why it was disconnected. MC has said this can be reviewed in the future.

The phone system was then discussed including some of the difficulties patients have been experiencing trying to get through. SR informed PPG members that a new phone system will be introduced (hopefully later this year).

The old questionnaire was then looked at and discussed. It was agreed that a few comments needed to be amended (such as question 14, "we have recently updated the décor in the surgery. Do you think it is good or can it be improved?")

One PPG Member commented that he was very impressed with the reception staff. He stated that they are always polite and try hard to help patients. SR then pointed out the lanyard and name badge that all Reception staff are now wearing in order for patients to be able to identify reception staff more easily.

We finished the meeting by suggesting a new date of Monday 4th December for the next PPG Meeting. Due to the reduction in the amount of PPG members that attended the meeting SR is going to send out a short survey to all PPG members asking when they would be more likely to attend a meeting. It was also requested that Dr Jyoti attends for approx. 15 minutes of the next PPG Meeting.

Quick Over-View

Air Conditioning Unit – Comments by Dr M Chand above

Walk In Clinic at Basildon Road Surgery – Erith Urgent Care is the closest to Basildon Road Practice – Comments from Dr M Chand above

Date of next PPG Meeting – Suggested date of Monday 4th December, however SR will send survey out re days and times so that hopefully more members will attend the next meeting.

Telephone System – Will be updated (hopefully by the end of this year)

Shortage of face to face appointments – Dr Jyoti will be taking on extra afternoon sessions from September.

Patients overall seem to be happy with the services that Basildon Road Surgery offers.

E-consultations – it was agreed that E-consultations seem to be fairly easy and straight forward to find/use.

Amendments to PPG board – SR to action ASAP.