

PALACE ROAD SURGERY

**Patient Participation Group Meeting
Saturday 06.03.21
1pm-2pm**

Host: Anushia Seevaratnam (Assistant Practice Manager /PPG Lead)

Patients:-

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- **Medical advice/treatment from clinical staff**
 - On the whole the patients are very happy with the service received from the clinical staff.
 - The patients like the treatment they receive from the new practice nurse, they think she is very easy to talk to and she always has a lovely friendly manner.
 - The previous practice nurse was equally good at her job.
 - One patient felt that she needs more help in her pain management and wanted the surgery to investigate how we can help her and refer her for exercise at the gym.
 - The patient attempted to attend the local gym but the waiting list was too long.
 - Phlebotomist is always very accommodating but can she be moved to a downstairs room for patients who have mobility issues. She usually comes downstairs as and when required.
 - A patient asked if we could take phone calls for the practice nurse.
 - We can take messages for the practice nurse as and when required, because we do this for the doctors and write the messages in their books. However this is for urgent problem that cannot wait for a booked appointment.

- **Professionalism from administrative/reception staff**
 - The patients are very happy with the service that they receive from the reception staff.
 - The staff are always very friendly and helpful and they try their best to ensure that the patient leaves the Surgery feeling satisfied that their medical needs are being dealt with.

- **Patient Survey**
 - The Surgery will be giving patients a survey in order to help us improve on our current services. The survey will provide the Surgery with useful feedback, and all the results will be put together into a table and we will create a report that will be published on our website and printed off for patients to see.
 - This information enables the Surgery to be made aware of what our patients feel about the treatment they receive.
 - This feedback is always very useful and informative.

- **Referral System**
 - The choose and book eReferral referral system was explained to the patients and they felt that this was an excellent system and it would enable the patients to get a quicker appointment.
 - However they felt that this needs to be advertised.

- **Surgery opening times**
 - Can the Surgery have better sign posting about the opening times?
 - We need to ensure that patients are aware of all our new clinics that are available.
 - Can the Surgery create a newsletter and advertise our opening times and to give patients the up to date Surgery developments information.
 - We now have a Saturday practice nurse who works alongside the lady Doctor. We will advertise this to our patients.

- **Surgery Developments**
 - We are currently using the LED Jayex messaging board in the waiting area.
 - Some patients feel that it is not a good idea to have it, as patient's names appear on it and this is personal piece information.
 - However it is a useful way of communicating health care information to our patients.

- When the doctor calls the patient they use names.
 - Can we use a ticket machine like in the hospital or consider first or last names rather than the full name of the patient.
 - Some patients may not be able to read, or they may have a language barrier so in this case we would need to reconsider using the board.
 - And we would need to put an alert on the system for patients who would prefer us to not use the board.
 - At the moment only the nurses and Saturday doctor use the board.
- **Facilities**
 - The question was raised last year about there being a hand rail fitted at the top and at the bottom of the stairs; but this has not been done. Will it be done? Please can we check with the manager?
- **Out of Hours Services (Seldoc and 111 NHS England)**
 - A&E services are being stretched at the moment so we tried to encourage patients to come and see us instead of attending the emergency services.
 - NHS Direct are no longer available, we now have NHS England 111 services.
 - This has not gone live in Lewisham yet however patients are aware that it exists.
- **AOB**
 - Margaret and Anushia are taking part in a new pilot scheme called 'Proactive Primary Care'. The service was explained to the patients, and they were told that it involves making phone calls to vulnerable patients who have a chronic illness or problem and giving them non-clinical advice on how to seek further help and treatment. The patients felt that this is a very good way of helping those patients who do not engage with the services. The patients said that they would recommend patients that they know who might benefit from a phone call.

Comments from patients outside of the meeting:-

Can the Surgery have a suggestions box?

Can the Surgery update the internet with appointment times and the walk in clinic. A leaflet advertising our services would be handy.

Can we give patients more information on how to book an appointment.

Prefers to see the lady doctor. The other two doctors could be friendlier.

Feels that the doctors are not very approachable.

Feels that her appointments have been rushed in the past and would like more pain management advice for her elderly mother.

Is happy with the service.

Thinks the Surgery provides a good service.

Felt that blood test results should be looked at straight away and given to the patient.

Overall she has received a good service. Patient came to see the midwife and thinks she is very good.

Anushia thanked everyone for attending the meeting.