

31 January 2023 PPG meeting:

Agenda:

1. Attendance: surgery staff: HF, AL, MP; PPG members

2. Updates from the surgery:

• **Avoidable Appointments Audit**

We concluded an audit done by our doctors last week, looking at avoidable and unavoidable appointments.

Audit summary:

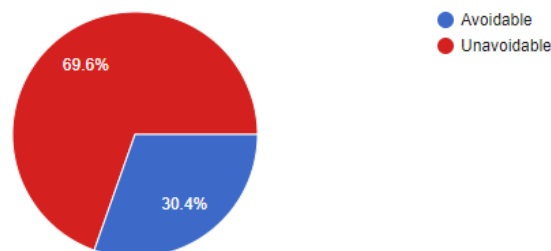
69 appointments out of 227 could be avoidable and 41.7% (25 appointments) could be re-directed to someone else in the practice. Around 1/3 of these appointments were booked online, so the receptionist could not advise

Examples:

- Request for medication that was issued 2 weeks before and is at the pharmacy
- Came to discuss results but these were not received
- Back pain/knee pain – could be booked with physio
- To get a prescription requested by the hospital (can be processed without appointment)
- 8 appointments could be either booked at the pharmacy or self-care (How to promote 111 online service)

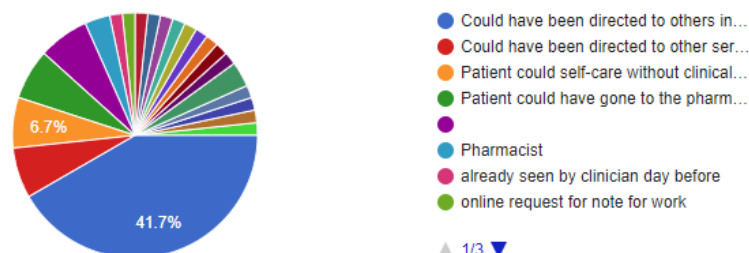
Avoidable or not
227 responses

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If Avoidable, who could deal with the issue
60 responses

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Also, after a few months, the footfall has “improved” our appointments page, which actually needs a lot of work!!

Demo from our website:

[Appointments Consult a clinician, routine appointments, sick notes and more... | The Exchange Surgery](#)

We would like to involve our patient participation group in influencing our quality improvement plans on optimising patient access.

We are looking for a feedback on:

- How to make it easy for patients to know how to book appts: emails, telephones
- What kind of appts and issues are most commonly used/ expected: doctor, nurse, prescriptions, telephone appointments
- Where/how to direct patients to self-care, pharmacy or self-referral services, as 30% of requested appointments can be avoidable if patients know how to find them: leaflet signposting to different services
- We are unable to show the appointment flowchart as a poster on the website, so how can we grab people attention so they click on it: leaflet signposting to different services
- What do patients think about “routine appointments” section? What does that mean to them?: regular appointments like diabetes review; set clinics

● **Staff news:**

We are delighted to announce that Dr. Knight has joined The Exchange Surgery as a Partner from January 2023!

Dr Hipps has returned to the practice as one of our partners. We hope that she had an engaging and restful sabbatical.

A special thank you to Dr Biagini for covering Dr Hipps while she was on sabbatical leave. We are looking forward to working with her in a future in a capacity of a Locum Dr

Dr Maddy McKeand will be finishing her placement with us on 31st January. We wish her all the best for the future!

Dr Daniel Edison will be joining our Team as a new Registrar.

We also bid a fond farewell to Rita Amoah our Trainee Nurse as she moves on to Brockley to continue her practice.

Joanna Studzinska returns to the administration team after maternity leave. As well as her previous duties she will also be our practices Care-Coordinator.

We have two new arrivals to the administrative team, Nina Harvey and Dinesh Rai.

We said goodbye to one of our administrators, Selina, as she returns to her studies at St Georges. We wish her all the best in her journey to becoming a Doctor.

- **Community services available:** pharmacy referrals, hub appointments, respiratory clinic (until 31.03.23)
- **PLT:** Wed 8th Feb, surgery closing at 12.30

3. Online access to medical records, NHS App

Managing short-term, common and minor illnesses with the available virtual tools, self-referrals, booking appointments, requesting medication, tests results.

- Patients having problems with Patient Access
- Patients do not know how to use apps and book appointments online

4. Setting date for future meeting: 25th April tbc

(Summer party in the garden downstairs for following PPG meeting- tbc)

5. AOCB:

Closing off Gracefield Gardens from Streatham High Road going ahead, date of commencing works not known yet.

6. End meeting