

The Exchange Surgery Patient Group Meeting Minutes from meeting Monday 24th January 2022

1. Attendance
MP, AL, GP, RDG, GP, CF, CS, V, LM, M,
2. The chair welcomed everyone and introduced himself.
Ground Rules for the Patient Group, detailed below.
 - The PPG is not a forum for individual's complaints and personal issues.
 - Always communicate openly and honestly.
 - Respect the practice and patient confidentiality at all times
 - Silence indicates agreement - speak up (use the hands up feature) if you would like your suggestions to be a part of the discussion.
 - All views are valid and will be listened to (chat will be available for those who would prefer not talking)
 - Avoid using your phone during meetings.
 - Discrimination on any grounds shall not be tolerated.
3. Practice Staff
 - AL introduced the clinical and administrative staff and detailed a little about their areas of medical interest.
4. Patient Group Survey 12/2021
 - MP presented the findings from the patient survey to the group.
 - The survey data PowerPoint will be made available on the PPG section of the website for patients to view.
 - Uptake for the survey was very poor (53 from over 7,000 patients) and that these findings are not a true reflection of patient experience because of this.
 - The survey was sent to all patients that are registered with the practice by text message.
 - A discussion was had about how we could better reach and engage with patients
 - Having it available to fill out when patients visit the surgery for appointments
 - Having a QR code that can be scanned from a poster as well as printed copies
 - Translating surveys into languages other than English.
 - Making the survey available on the website.
5. About the PPG – Your expectations as a group
 - An earlier start time of 6pm was suggested, quarterly meetings.
 - A GP or clinical staff member there to present any changes at the practice in the future.
 - The importance of hearing from external specialists and community health workers as well to give a fuller picture of healthcare in Lambeth was raised.

- It was mentioned that patients have been frustrated with the service and asked how the Patient Group can help to improve how the surgery offers its services to patients.
- It was asked how the suggestions from this group will impact practices at the surgery, and how effective it can be in. MP explained that the feedback and suggestions from the Patient Group are brought to the attention of the partners and practice manager.
- A suggestion of specific surveys to be given to patients encouraging them to feedback on changes that the Patient Group would like to see and subsequently sign posting these changes to demonstrate the effect of their input.
- Website contact, we are currently recommending using the website for administrative only.

6. AOCB

- Appointment system
 - Explained that appointments are bookable by phone, however we are encouraging patients to book via the NHS and Patient Access App.
 - There will be clarification made in a follow up email and in the newsletter as this still seems to be causing confusion for patients.
- NHS App & Patient Access
 - Patients remarked that Patient Access is great, especially because I had to also book the appointments for family members as well as themselves which makes it easier to have the accounts and keep track of the appointments.
 - However, it was requested that the surgery share and provide some guidance to those who may struggle setting things up.
 - In regards to this the surgery are currently signposting patients who may need assistance with this type of thing to the Lambeth Digital Champion Project.
- Health Open Day Baldry Gardens
 - Valley Road Surgery Patient Group is working with other Patient Groups across the Care Network, to organise a Health Open Day. This would be a day where seminars would take place hosted by healthcare professionals. The subject of these seminars would be tailored to the interests and concerns of patients who will be invited to fill out a survey
 - Notes from Suzy have been included in the email containing these minutes
 - They are looking for a couple of volunteers to help them out with organisation who can represent our patients as well as encourage them to participate in the day itself.

- Chair Exercise Group Volunteers
 - Valley Rd Patient Group runs a chair exercise group for patients over 65s at Immanuel and St Andrew's church hall (opposite Streatham Common, next to the big Sainsbury's) every Tuesday at 1.40 - 2.30pm.
 - Dr Rowley Conwy has been supportive of this activity and we currently have 7 patients registered from the Exchange Surgery (at present we are only taking patients from those two surgeries). It takes 2 people to set up/set down the chairs, take the £3 fee and be there to welcome the attendees.
 - As the group have patients from our surgery, it would be wonderful if one or two of our PPG members would be willing to be on the rota to help with this activity and they wouldn't need to be on the rota more than once a month.

- Road Changes to Gracefield Gardens
 - The practice has been made aware of proposed changes to traffic access to Gracefield Gardens from Streatham High Road.
 - The practice are concerned that this may negatively impact access for patients as well as create a danger to pedestrians from cars using outside the surgery as a turning point.
 - The survey will be attached to the minutes; it would be very helpful if members of the Patient Group members could take a few minutes to fill out a response
Link to the survey: https://haveyoursay.tfl.gov.uk/gracefield-gardens/survey_tools/gracefield-gardens-survey

- Translating the newsletter
 - There will be a newsletter reporting on the minutes of our first meeting sent to patients, as well as including updates on the practice.
 - We would greatly appreciate any volunteers who can translate the newsletter into other languages. Please contact the practice if you are interested in aiding us with this.

8. End of meeting

Online patient survey

REVIEW OF THE RESULTS: 53 PATIENTS SUBMITTED THE SURVEY, 0.76 % RESPONSE RATE

Do you think practice communicates with patients effectively?

YES

60 %

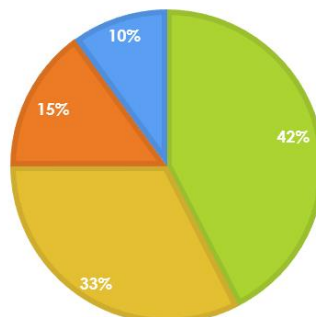
NO

16.1 %

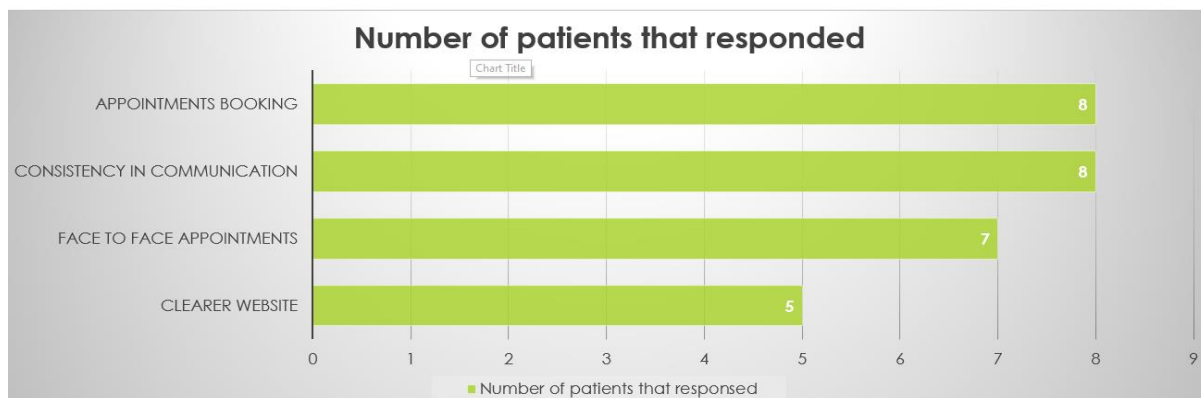
What do we do well at the surgery?

WHAT WE DO WELL:

■ Care and treatment ■ Communication ■ Appointments ■ Online Patient Access



What we could improve on?



Did the new website services improve efficiency of communication between patients and the surgery?

Yes

- 40 % of patients
- Working professional
- Can access anytime
- Useful for non urgent requests

No

- 22.5 % of patients
- Prefer speaking to a person
- Technology is a challenge
- English is not my first language
- Older patients

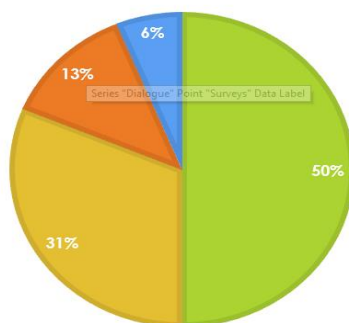
Not sure

- 15 % of patients
- Have not used it yet

How to improve communication through involvement with Patient Group?

DIALOGUE

■ Don't know/ N/A ■ Communicate outcomes of PPG meetings ■ Surveys ■ Face to face interactions



What topics would be important to cover during Patient Group meetings?

- ▶ Appointments system
- ▶ Online access
- ▶ Roles of surgery staff
- ▶ Prevention/ Lifestyle alternatives
- ▶ Mental health/ Wellbeing
- ▶ Access to community services
- ▶ How changes are introduced/ communicated to patients

GP Patient Survey

Thank you!

GP PATIENT SURVEY

NHS

Your views can help improve local GP and health services

Some patients registered at this GP practice will soon be invited to take part in a national survey about their experiences of local NHS services.

Visit www.gp-patient.co.uk to find out more

It covers issues that concern patients, such as access to care and satisfaction with treatment.

If you receive a questionnaire, please help NHS England by filling it in as soon as possible.

It is really important that we hear your views, even if you have received a questionnaire like this before. Your response will help us to improve GP practices and other local NHS services so they better meet your needs.

Thank you!

FROM THE EXCHANGE SURGERY