

Battersea Fields Practice

Patient Participation Group Meeting

Date: Thursday 12.1.23

Time: 18:00

Venue: Shaftesbury Christian Centre, 2 Austin Road

Attended: Graham Harris; Christine Jacobs; Dr Jenni Ellingham; Elaine Hird; Marie Sheffield; Mary Vroom, Sara Clark, Tania Mellis

Apologies: Dennis Kearns, Su Elliot, Sue Devine, Annie Bowman

Chair: Graham Harris

Minute Taker: Jenni Ellingham

Topic Discussed	Action Points
<p>Welcome Graham thanked everyone for coming.</p> <p>Previous Minutes Reviewed and agreed and action plan for 22-23 now complete</p> <p>Agenda</p> <p>Patient Survey Jenni presented the results of the GP Patient survey. The group agreed the practice was rated highly in most areas, - above the national average. Jenni explained it was likely the satisfaction with telephone accessibility could be due to the previous telephone system, and hoped the new system would rectify this. It was also noted that there was less satisfaction following consultations with the GPs. It was agreed that this had been a difficult year with our longest serving GPs leaving the practice and a new team was in place. Jenni hoped that our new GPs are now feeling more embedded in the practice and that patients would be feeling more settled with them. Graham thanked the practice for their hard work, and that the results were extremely positive. It was agreed that the results of the survey should be on the practice website.</p>	

Community initiatives

Jenni explained that the practice remains committed to partnering with the local community to improve health outcomes in the locality. The practice will be supporting the Health and well being event at WCEN on Saturday. In addition the PCN is working on a new initiative to appoint a community health worker to build connections with patients on the estates who have poor access to health services. Graham asked if it is possible to identify such patients, and Jenni agreed this was possible. Jenni explained that they beginning to recruit for this role, ideally someone living on the estate, and welcomed any suggestions. All present thought this was an excellent project to support.

Annual Complaints overview

Jenni presented a summary of complaints over the past years. Graham asked if there were any themes that had emerged. Jenni explained that this was mainly around communication between patients and reception or clinicians and that the learning from this had ensured ongoing training for all concerned. Jenni explained that reception had been very short staff, and Marie explained that this had been for a number of months. Staffing is improving and the introduction of automated registrations has significantly freed up time for reception to concentrate of customer care. Graham asked how messages etc are handled and Marie explained our policy. Jenni also highlighted several complaints around medical reports and explained that by outsourcing medical reports would help to improve this. Jenni explained that the practice welcomes complaints and uses them to help improve our service. Tania and Sara discussed openness in making complaints.

The issue of patients using their phones during consultations was brought up during the discussion. Graham asked each member in turn if they considered using their mobile when in consultation with a clinician was appropriate. Every member said, that unless there was an emergency, this was not considered appropriate. The group asked that the Patient Charter would be updated to reflect this.

Development Update

Jenni explained that the practice is in ongoing discussions with the ICB about a potential move from Thessaly Road into new premises on the Nine Elms Development. This is moving into a consultation phase in the next few months, and all patients will be notified and given the chance to offer their views. This will include some open sessions for patients to come and discuss further. In addition, the steering group was requesting a patient representative for their meetings. Jenni reiterated that the practice remains committed to ensuring high

quality care to our current patients, as well as the new patients in the future, and that Austin Road would remain as it currently is. Graham felt this was a very exciting development for the practice and was very supportive. Sara was also very supportive, but as a long term resident on the Patmore was able to articulate some of the concerns that may be raised by the current patients there , and gave insight into the the diversity within the 3 estates in that area. All agreed that it was extremely important that they are represented well. Sara suggested that she be the patient representative on the steering group as she was a Patmore resident and carer for a number of elderly family members on the estate. Graham agreed her insight was very helpful and it was unanimously agreed. Graham offered to help with the open sessions, and Tania offered any practical help as well. Jenni thanked the group for their support and advised Sara she would let her know next steps.

Staff Changes

Jenni informed the group Corleen has joined reception recently ,and that Dr McCredie will be going on maternity leave in mid February. Dr Sam Lee will be rejoining the practice at that stage having completed his training.

AOB

None

Next Meeting **Thursday 20th April 2023 Shaftesbury Christian Centre (covid permitting)**

Action Plan 2022-23

Action	By Whom	By When	Completed
Review repeat prescription processes – including how to request a repeat prescription, ensuring prescriptions are not lost, improving communication to patients about hospital initiated prescriptions and streamlining prescriptions so they are not out of sync.	Jenni and Marie	March 2023	October 22
Update the Carers boards including information about Regenerate Rise.	Sara C Elaine	March 2023	Updated monthly – October 22
Update TV screen information to make more visual and current– suggestions include short videos on how to use NHS app and how to access prescriptions	Jenni Sara C	December 2022	September 22
Upgrade phone system	Jenni	October 2022	Completed July 22
Review call in system on TV screen and whether it is possible to change settings for name on screen (for confidentiality, if preferred)	Jenni	May 22	May 22- Investigated with IT- unable to change settings on call in screens.