

Minutes

Balham Park Surgery Patient Group Meeting No 221

Thursday 9th January 2025 – 6.00pm to 7.30pm

By Zoom <https://us02web.zoom.us/j/5960844672>

Welcome by Chair

Members present and apologies for absence

Present: Dorothy, Jo D, Rose, Harry, Caroline, Lynne W, Carol, Sue S, Claudia

From the surgery: Jo, Dr Morag Lenman

Apologies from: Monica, Lynne B, the Kumars, Mike, ▼

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Q&A with Doctor Lenman and surgery news

Jo has organised uniform polo shirts and fleeces for front-facing staff, funded by the surgery. Well done to Jo! Most staff have welcomed the development as it means they don't have to think about what to wear to work.

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There has been low staff turnover lately, apart from the usual maternity leave. All the current registrars want to remain at BPS so there is good pipeline for the future. Dr Drake (currently on maternity leave) will be leaving as the family have decided to move out of London. There are still fewer male doctors.

Reception will be redecorated within two months. Jo D asked if the noticeboards could be reorganised as they are rather sad. Jo F confirmed that they will move to pictures as few people read the posters, Caroline reminded Jo that the photographs are available. Jo agreed to email Pam and suggest that the pictures are stored in her office.

Action: Jo to email Pam re photos.

Note Caroline subsequently confirmed that Pam is happy for the photographs to be stored in Jo's room so they are on hand when the time comes to rehang. Jo to liaise with Pam over this.

Jo confirmed that as of 1st January she has become a partner. We all joined in congratulating her.

Matters arising from minutes of the November meeting and review of actions taken.

List of actions:

Action: create description of roles for website, bulletin etc. (LSW) Carried forward.

Action: Jo to draft letter for digitally excluded patients – done

Action: Jo to arrange posters re appointment windows – done.

Some discussion over whether posters are an effective means of communication and Jo to review alternatives eg shopping on TV screen and/or adding note to the SMS making the booking.

Action: Caroline to sketch out ideas re video for Care Navigator training/waiting room TV and circulate for comment. Harry and Carol to send notes from their talk. Done.

Patient feedback (Dorothy and the two Jos)

Dorothy has prepared an excellent overview of recent Friends and Family feedback. It was strongly positive, but some issues were identified, mostly with Care Navigation (but also some positive feedback to keep in perspective).

Jo D explained that she, Jo F and Dorothy have worked hard to work with patient privacy regulations so that the Patient Group can get the information we need. Jo has now seen the complaints spreadsheet (official complaints, ie emails or letters to Jo) which is what the CQC examines when they inspect the practice. The most recent 3 month period saw 22 complaints. 8 were upheld or partially upheld. This is of course a very small number given the large number of patient interactions over the same period. It will be hard to establish trends with such a low number but Jo will try in the longer term.

Jo D raised the question of reception as a bottleneck, which has also been raised through the Friends and Family feedback, A key issue is the turning away of patients for being late when the delay has been caused by waiting in Reception, often when the automatic sign in is not working.

Dr Morag confirmed that most GPs would be happy to see patients who are a few minutes late and suggested that this should be raised with Care Navigators. Caroline mentioned that she had recently had to wait for 40 minutes to see a GP and felt that she had not been updated by Care Navigators. Rose suggested that Care Navigators could let the waiting room know if there is a delay. LSW suggested that Care Navigators might be trained to be more diplomatic rather than flatly refusing to allow late patients to have an appointment.

Caroline thanked both Jos and Dorothy for their perseverance in dealing with this issue, which has been on our action list for some time and which is crucial if we are to claim to represent patients. It was agreed that the Jos and Dorothy will report on feedback each month. (Jo F to send data to JD and DG the week before we are due to meet).

Caroline also mentioned that she has found Care Navigators reluctant to find out an accurate answer to questions. She suggested this might also be an element of training. She also noted that on a recent visit to Moorfields Outpatient clinic at St George's, she had been impressed by the welcoming attitude of staff. Harry said he was aware of specific work done to improve patient engagement under the direction of Robin Tall. We thought we might ask for advice on measures to improve services. Jo asked to have a specific conversation about this with Caroline.

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Action Meeting to be arranged, ideally before 21 Jan to discuss CNs and possibly follow up with Harry/Robin

Communications

Bulletin: Jo mentioned that GPs are keen to contribute to the Bulletin. LSW thanked both Caroline for persevering with the Bulletin and Jo for working out how to get it set out. Jo mentioned that recently a 56 year old patient contracted measles and ended up in intensive care. Jo would like to run a piece in the Bulletin about the importance of vaccination and the possibility for adults to be vaccinated. There was a discussion about how the message could be put out successfully. Caroline asked about patients' vaccination records. Jo said there is a backlog in digitalising old records and updating is under active consideration.

Action: Jo to commission piece from GPs and PG to edit into lay language for Feb Bulletin.

Welcome video: Caroline has produced a draft script, annotated by Carol and Harry. The PG is strongly in favour of training to CNs in the light of their own experiences and comments via F & FT

Action: Caroline to send finalised script to Jo for discussion with Lorraine.

Jo has drafted a letter to Digitally Excluded patients. Carol commented that it needs to be clearer what action will be taken for those who do not engage with digital media. LSW commented that the letter did not address those who choose not to engage with digital media.

Action: Jo F to revise.

Rose asked how EMIS ties in with Accux and NHS App; she also said she is reluctant to use 2-step verification security codes. Jo confirmed EMIS is no longer in use and offered to assist Rose with security. This raises the question of the patient group at large and the need to use the Bulletin to keep patients informed.

Action Caroline to add item to Feb Bulletin.

Education talks: LSW suggested that the next meeting should focus on a longer term plan for Education Talks. Harry queried whether Jo could consult the partners as to what they would consider pressing topics. Caroline added that the quality of the speaker was important and we might need to look outside the practice. Dorothy suggested that at an open forum we could ask the audience for ideas for future talks. Ideas for talks included child vaccination and end of life care (maybe a speaker from Trinity Hospice)

Website update: Jo has organised for Caroline to be able to talk directly to the site developers (IATRO). She will do so.

Action: Caroline to get on with this

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Relationships with other groups

Wandsworth Primary Care Patient Forum – meeting 29th January. LSW will attend.

Any other business

- Waiting lists for procedures (Mike)
- Registration of patients at boarding school/university (Caroline)

Ran out of time. Caroline to raise AOB issues with Jo at her upcoming meeting

Next meeting : Thursday 13th February

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