

Patient Representation Group (WMC-PRG)

Annual General Meeting

Minutes of meeting held Thursday 26th February 2015 at Stanmore Surgery

Attendance

Patients: MO, HO, MS, MP, RA, LG, SL, MR, TR, UC, FR, DW, MW, JF, JF, MC, MH, MG, BD, AA, ST, SS, SKSL, SG.

Staff: Kiran Bakhshi (Practice Manager), Lynn Brown (Reception Team Leader), Dr Milen Shah, Dr Yvette Saldanha, Amelia Hall (Health & Social Care Navigator)

1. Apologies for absence

BO, DT, SJ, SM, AS, LG, KP

2. a) Minutes of meeting held 6 March 2014

Approved

b) Matters arising

None, as these are covered in the agenda

3. Chairman's report on the past year & matters arising

As per chairman report circulated

4. Committee for **2015 – 2016**. In accordance with the Constitution, all members retire at the AGM but, being eligible, may offer themselves for re-election.

a) Retiring members eligible for re-election:

HO, LG, FR, UC, BD, KP, AR, ST.

b) Co-opted:

SJ, BO, SS.

c) Other nominations:

Members elected as above. HO elected as chair. FR and LG elected as job share secretary.

5. Any other business

SS updated members that he is a member of the North Thames NIHR and would take back any issues members have regarding service improvements for secondary care.

Action: SS to email HO details and how members can feedback so that they can be circulated.

Ordinary Meeting

Minutes of meeting held Thursday 26th February 2015 at Stanmore Surgery

Patient Representation Group (WMC-PRG)

Attendance

MO, HO, MS, MP, RA, LG, SL, MR, TR, UC, FR, DW, MW, Mr & Mrs JF, MC, MH, MG, BD, AA, ST, SS, SK, SL, SG, KB, LB, Dr Milen Shah, Dr Yvette Saldanha, Amelia Hall

Apologies for absence

BO, DT, SJ, SM, AS

1. Election of Chairman:

Nomination: HO
Elected

2. Election of Secretary (Secretaries):

Nominations: Mrs LG & Miss FR.
Elected as joint secretary

3. a) Minutes of meeting held 2 October 2014

Approved

b) matters arising

Kiran updated that the criteria for payment regarding the last patient survey is under dispute with NHSE and although the recommendations have been implemented the practice has not received funding.

4. Newsletter

1st publication was October 2014 and was well received and may seek funding for future publications. The aim is to issue 3 x yearly and the practice would like to increase the email mailing list to reach a wider audience. Hard copies are available in the surgery for those not an email. Next newsletter will raise the profile of how to access services for minor ailments

5. Making best use of your local pharmacy – talk by Michael Grossman of Andrew's Pharmacy

Michael reported that the pharmacy were able to help with a number of things that patients could avoid seeing the GP for. They work in collaboration with the practice and can be accessed for minor ailment treatment and advice for which they are fully trained to deliver. They can also signpost patients to health and wellbeing services and offer flu jabs for those not eligible in surgery.

Action: Amelia to share health and wellbeing resources with Michael

Some members raised they were struggling with the on line prescription service. This appeared mainly an educational gap about how the online service works.

Action: FAQ leaflet to be compiled to help users

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6. Discussion forum and questions

a) Friends & Family Test (FFT)

The FFT test is conducted in primary and secondary care seeking patient feedback about services given.

In Dec of the 122 respondents 94% said they are extremely likely or likely to recommend the practice

In Jan of the 42 respondents 91% said they are extremely likely or likely to recommend the practice

The group discussed feedback from patients through complaints made to the practice and comments on NHS Choices, the national GP survey and FFT. Complaints that were not clinically based were mainly related to telephone access and getting an appointment with one's preferred Dr, particularly when they work part time. Some comments were about receptionists being rude or unhelpful, but there were far more positive comments than negative about this. Not all patients are aware of online appointment booking and so more should be done to publicise this. The appointment system is being reviewed and the practice is moving towards a GP triage system to help direct patients to the most appropriate service. This was agreed by the Patient Group at a previous meeting. The practice is also working to separate telephones from reception and take all calls at the main site in order to improve the service to patients. This has also been discussed and approved at previous Patient Group meetings.

b) Care Quality Commission (CQC)

Dr Saldana reported that a recently published CQC report ranking GP practices had ranked the practice at grade 2-at risk. This was an error as the data used was incorrect and has since been rectified. The practice is now ranked grade 4, with 5 being the best ranking score.

From 2015 the patient reference group is mandatory for practices. HO, BD and Kiran attended a Barnet PPG event, where a presentation was given by a neighbouring patient reference group at Hatch End, which provides many extensive services such as fund raising for equipment and support services for patients. All members are volunteers and are fully trained. Hugh suggested that the group review this further and consider adopting some of the good practice.

c) 'GPs in Crisis'



Watling Medical Centre

Patient Representation Group (WMC-PRG)

Dr Saldana reported that under the new NHS structures the practice has continued to pick up extra work but the funding streams have not necessarily aligned. The practice wishes to continue the highest level of services and would urge patients to use the skill mix of staff available when considering visiting the practice for ailments.

7. Working with other practices and their PRGs

The practice continues to work with a group of neighbouring practices, forming a network called Colindale and Burnt Oak Healthcare Ltd, to share resources so that services can be maintained and accessed. There is also discussion about collaborating with Patient Groups from the other practices in the network, and across Barnet.

8. Any other business

Amelia and the Wellbeing service are holding an Easter Family Fair 8th April 10am-2pm, details of which will be circulated.

Action: Please contact Amelia, Kiran or Hugh if you can volunteer to help at the fair.

9. Dates of next meetings: (Venues TBA)

Proposals: Thursday 11 June 2015
Thursday 1 October 2015
Thursday 25 February 2016 (AGM)