

# GRAND DRIVE SURGERY PATIENT PARTICIPATION GROUP (PPG)

Minutes of the meeting 19<sup>th</sup> February 2016

## Present

Barbara Young Practice Manager  
Dr Elizabeth Mogg GP Partner  
6 patients attended the meeting, 2 apologies,

*(NB: Patient names are not being published due to the rules of confidentiality, but are noted on the meeting register.)*

---

Barbara welcomed the new members to the Group and explained the Practice had been trying to recruit more patients to the PPG in order for the group to be more representative of the patient population.

## Previous Year's Action Plan

Previous minutes and last year's action plan discussed as follows:

- Online Patient Services have been included on the website and the Practice Information leaflet. Information which was included earlier in the year on one of the phone waiting message will be put back on to further promote online services to patients
- Availability of appointments – this continues to be reviewed at the practice monthly meetings.
- New chairs proving very popular with patients!
- Saturday appointments – Unfortunately Merton practices were unsuccessful in their bid for funding from the Prime Minister's Challenge Fund to enable increased GP access for patients ie evenings till 8pm and weekend opening hours at one of two central hubs in Merton. We will continue to pursue options to work together to extend opening hours for patients across the borough.

## Nelson Health Centre

Barbara gave an update on the services at the Nelson Hospital and explained how the Merton CCG were encouraging GPs to use the Nelson as far as possible for referrals as much more cost effective than St Georges, Kingston & St Helier hospitals.

## EPS & Online Services

Barbara informed the group electronic prescribing (EPS) went live in the practice at the beginning of February. Patients can sign up for the service at their local pharmacy to enable their prescriptions to be sent electronically. In addition, new functionality on the national Patient Access website now enables patients to view information on their medical records electronically. Patients are

first required to complete a consent form available from Reception or our website and return the form to the practice, along with proof of ID.

### **Merton Residents Healthwatch**

Barbara discussed the high level findings of last year's borough-wide survey regarding health provision in Merton and also the date of the next Merton Residents Healthwatch Forum – Tuesday 15<sup>th</sup> March. All are welcome to attend. A representative from Merton Healthwatch will be invited to the next PPG meeting to update the Group.

### **Patient Survey & Feedback**

The Group discussed the feedback from the national patient survey, complaints & comments from patients over the past year and the more recent Friends & Family information. Barbara stated the practice was pleased with the overall satisfaction ratings across all areas which at 90% is considerably higher than both the Merton CCG average and the national average.

Despite the increased pressures on accessing GP and Nurse appointments, satisfaction with the surgery opening hours has remained largely unchanged over the last 3 years, although patients also commented on preference for more access after 6.30pm weekdays and weekends, particularly Saturdays.

The Friends & Family feedback continues to be overwhelmingly positive with over 96% of patients saying they would recommend the practice to others.

The PPG also commented that the practice should be proud of the service they continue to provide when Primary Care is under so much pressure both locally and nationally.

### **Improvement Action Plan**

The following actions to address the key issues were agreed as follows:

- Advertise the patient online services more widely and promote the use of the on-line appointments & repeat prescription ordering facility
- Limit the amount of information/posters on noticeboards. Look at keeping reference folder behind Reception for patients to access if required.
- Increase GP access/appts by extending opening hours to include evenings & Saturdays (dependant on the successful outcome of the joint bid by Merton Practices for additional funding)
- Review wording of smoking cessation advice letters to ensure patients are signposted to Pharmacies and not GPs or Nurses.

### **AOB**

The patients were thanked for attending the meeting and for their contribution to the discussions. The meeting closed at 6.30pm

**Date and time of next meeting June/July 2016. Time & date to be confirmed via email.**