

# Nightingale House Surgery

## Patient Participation Group Meeting Minutes

### 4<sup>th</sup> July 2019 4pm-5pm

**Patients Attended:** Mrs June Armit, Mr James Armit, Mr Mike Faulkner, Ms Ann Long, Ms Nellie Graham, Mrs Valma Hibbert

**Staff Attended:** Dr Chim Aka, Dr Dapo Abidoye, Dr Yokefah Chong, Dr Janet Thomas, Mrs Tracy Kocabali Practice Manager, Mrs Val Gary Senior Receptionist.

1. **Welcome, introductions, terms of reference-** Dr Abidoye – Senior Partner
2. **Surgery developments-** At the last meeting we explained our plans to make the waiting room more accessible and to create a new consulting room. Unfortunately the NHS England funding is on hold for this and other surgery developments at the moment.
3. **Staff changes-** As some of you will have noticed, we have some new faces at the surgery. Ann- Marie left us in March and her role is now being shared by David and Valma. Maggie, one of our senior Receptionists has requested a reduction in hours so we have taken on Huda to facilitate this. Our Practice Nurse Nadia has just completed her independent prescribing course.

Patients stated that they liked David's voice and relaxing manor.

Dr Aka explained that we are a teaching practice and hoste students from Barts Medical School from time to time, which can slow down surgery as the students receive supervision.

4. **On-Line access** – At the last meeting we discussed how we can increase uptake of on-line services. *We have now reached the 20% target – however the new target is 40%. There is a new NHS App available which enables users to book and cancel appointments, order repeat prescriptions and can 'join up' a patients NHS journey.*

A question was raised about the missed appointment policy. Patients who miss 3 appointments in any 6 months will receive a warning letter. No patients have actually been removed due to persistent non-attendance, the letter usually does the trick.

There was a general discussion about charging patients for missed appointments, this is not allowed at the moment but could be something for individuals to take up with their local MP's.

5. **Complaints, Comments and Suggestions-** Every year we analyse our feedback to look for any themes. Our average 'Friend and family' score has slipped to 89% from 91% in 2017. Whilst the overwhelming majority of comments received are positive, we still have a small amount of negative feedback regarding the attitude of staff. We continue to provide training and one to one feedback when this occurs. We also continue to have comments about waiting times to get an appointment, and in the

surgery. We continue to offer Hub appointments to keep waiting times down and try our best to inform patients when surgery is running behind.

6. **Primary Care Networks (PCN)**. From July 1<sup>st</sup> all practices in England must be part of a PCN, which will consist of groups of GP Practices working together with an expanded primary care team to help alleviate workload pressures on practices and allow GPs to concentrate on the most complex patients.

In line with the NHS Long Term Plan and the new GP Contract, the PCN framework establishes systems to support the development of enhanced community services, and new staff roles such as Social Prescribers, Clinical Pharmacists and Community paramedics.

Our 'Enfield Unity PCN' covers 150,000 patients across 21 local practices. We will be working together and share community based services with the aim of bringing patient centred care, care closer to people's home. Systems will also eventually be expected to plan longer-term reductions in hospital demand and improvements in outcomes.

June Armitt asked if mental health services will be a priority for networks, Dr Aka did not think so at the moment as the service and workforce is overstretched already, there will be more of a holistic approach with social prescribers and care navigators working with the voluntary sector.

7. **PPG way forward** – Tracy Kocabali – Practice Manager

June Armitt was elected PPG Chair

8. **Any other business?**

June Armitt thanked the practice for doing well.

Both June and Ann said that compared to friends and contacts surgeries our waiting times are low and our staff have good attitudes.

Mr Faulkner likes having a named GP, and all the patients mentioned that they value the continuity of seeing the same GP who knows them.

Dr Aka mentioned that we had a CQC review phone call this year, and based on that and the benchmarking information available to them, the CQC kept the rating as 'Good' in every domain.

Next meeting- TBC