

Nightingale House Surgery

Patient Participation Group Meeting Minutes

March 15th 2022

12:15 – 1pm

Attendees

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|------------------|------------------------|
| Dr Abidoye | GP Partner |
| Dr Chong | GP Partner |
| Dr E. Ajogbe | Salaried GP |
| Nicola Loftus | Senior Practice Nurse |
| Priya Sharma | Physician Associate |
| Margaret Herbert | Senior Receptionist |
| Jo Girandola | Senior Receptionist |
| Tracy Kocabali | Practice Manager |
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| Annie Unal- | Patient Representative |
| Ann Long | Patient Representative |
| Kathy Ferguson- | Patient Representative |
| Colleen Sterling | Patient Representative |

Acting Chair- Dr Abidoye

- 1. Welcome, introductions, terms of reference-** Dr Abidoye
Apologies received from Mrs T. Googan, Mr. M. Googan & Mrs N. Graham
- 2. Primary Care Networks –** Dr Abidoye
Question from member- How do we work with other Practices in our network?

Nationally, GP practices are working together with community, mental health, social care, pharmacy, and voluntary services in their local areas in groups of practices known as primary care networks (PCNs). We retain our independence while sharing resources such as staff, to better meet the needs of our patients. We do not share patient records with other practices.
Action- TK to add the list of external services to our website
- 3. Introduction to Additional Roles Staff –** Dr Abidoye
The Primary Care Network Service provided some additional staff to GP Practices. We are fortunate enough to have 2 working with us
Anthonia Idowu- Clinical Pharmacist and Priya Sharma- Physician Associate

The receptionist must ask the reason for the appointment in order to connect the patient with the most appropriate service or clinician.

4. Annual review of complaints 2021 Tracy Kocabali Practice Manager

The practice rates 2nd highest in Enfield and above the national average for patient overall experience at 86% according to the ipsos mori results.

Every month a random selection of patients are sent a 'friends & family' text by an outside organisation, Iplato. We consistently score highly (average 87%) on satisfaction and the comments are overwhelmingly good. Good and bad comments are shared with all staff and any concerns are looked into.

2021 saw 11 complaints, fewer than usual probably due to the pandemic. 3 complaints were upheld and 3 were partially upheld. Lessons were learned and the system for handling incoming and outgoing forms was reviewed and strengthened as a result.

Google reviews are poor, as is the case for most organisations people usually only bother to write an unsolicited review when unhappy. At least one review is not for this Nightingale practice (there are 5 Nightingales in the UK).

The group decided that it would not be appropriate to solicit Google reviews from patients as a matter of routine.

5. PPG way forward – Tracy Kocabali – Practice Manager

Election of a new PPG Chair Person- Colleen Sterling has volunteered

Action- TK if no further expressions of interest are received by the end of the month then this will be taken as agreed

6. Any other business?

Face to Face appointments- the practice will continue to offer a choice of telephone and face to face appointments. During the height of the pandemic all patients were triaged by telephone first and if a physical exam was indicated the patient was asked to come in.

Referral to hospitals and waiting times

Kim Martin- Practice Secretary explained that unfortunately the pandemic has led to a backlog in patients awaiting secondary care appointment. Waiting lists are 12-18 months. In an attempt to stop some hospitals being over burdened the Enfield Referral Service stopped the 'patient choice' of hospitals during the height of the pandemic, enabling better distribution of the workload. This choice option is now returning for some specialities. Once the referral has been triaged as either urgent or routine there is no option for the GP to speed it up.