

Abbeywood Surgery Minutes from PPG meeting 27th
February 2016

Present

Mrs Janice Hunt – PPG Chair
Dr Hubert Onyekwelu – Senior Partner
Dr Hannah Muotune – Gp PPG lead

Mrs MB
Mr RK
Mr RB
Mr CA

Apologies
Mr VJ
Mrs JS
Mrs ME

Chair – Mrs Janice Hunt

Attendees thanked for attending and apologies noted

Item 1

-Extended opening discussed

Dr Hubert explained that NHS England have decreed that surgeries to open Saturday morning for 4 hours

Exact logistical facts to be ascertained – i.e. whether each surgery to open individually, or operate in hubs with local surgeries on a rotational basis

Ultimate plan is for 8am to 8pm opening every day

Mr RK asked if Abbeywood patients have requested such a service – the answer being No

It was discussed that pilot sites in Manchester found the service was under utilised especially on Sundays

Item 2

Access to surgery

Attendees asked for comments

Mrs MB feels that in the past year the telephone access has improved

It was explained that the telephone system has been upgraded and also the quality of recorded message when you call the surgery giving different options may have helped

Mrs MB also feels that email access has improved with a faster response rate

Mr CA wonders if automatic receipt email could be sent to acknowledge emails

Information governance was explained and how sometimes it is difficult to reply to non-NHS addresses that are not registered as online users

Item 3

My patient services - vision online is being changed to my patients

Eventually detailed care records will be available to view online. Limited release of info planned for April 2016

84 patients have applied for online services and 68 have activated the tokens

Mrs MB discussed her difficulty with booking appointments online. This difficulty was noted, but however it was explained that she was the only online user to have voiced such a difficulty and that several online users successfully book appointments online

Complaints

Rationale behind discussing the complaints - to check any recurrent themes

4 complaints from April 2015 - discussed. No recurrent themes

AOB

Missed appointments - requested by Mrs MB

1552 missed at the surgery in 2015

- She suggests if the cost of a missed appointment could be added to the text reminder. It was explained that iplato - a separate company generate the text messages, The surgery will look into discussing with iplato adding the cost of a missed appointment and also if the cost was added to the new patient registration form

Dr Hubert explained the demographic of those that regularly miss appointments – often patients with mental health and drug/ alcohol problems – the most vulnerable, make it difficult to enforce the removals policy every time for repeat non attenders

Health promotion

Mrs MB discussed how in Welling a local GP held a seminar on nutrition and weight loss

Dr Hannah explained that in Greenwich there is ample provision in health promotion – via Public Health Greenwich with cookery classes, group shopping trips and healthy eating seminars, and also NHS Greenwich has commissioned tier 3 dietician services and that having such classes at the surgery would represent a duplication of services.

Plan would be to increase awareness of the facilities through the practice website website

AOB

Dr Hubert discussed how the practice has 24 hour BP monitoring machine

Explained that those with suspected high blood pressure can be monitored in the community, rather than the current method of collecting the machine from the local hospital. NHS England wish for 1/3 of all 24 hour BP monitoring to be initiated by GP surgeries

As the machine costs £1500

The issue is concern about the machine being returned and is it reasonable to charge a refundable deposit

This was discussed with the meeting attendees – the ethics of imposing a charge.

It was decided a charge might be difficult to justify, especially to those who cannot afford and there would need to be an element of trust

A consent form should be signed

Proposed action points:

- Practice to look into if an automatic email acknowledging receipt of emails sent by patients can be generated

- Practice to check with iplato if the cost of a missed appointment can be added to appointment text reminders and also if the cost of missed appointments could be added to the 'missed appointments' monthly total poster
- A link for the Greenwich Directory which details community resources available in Greenwich to be added to the practice website
- Await guidance from CCG / NHS England on Saturday opening