

PPG Meeting January 28<sup>th</sup> 2017

Present

Mrs Janet Hunt

Dr Hubert Onyekwelu

Dr Hannah Muotune

6PPG members attended

Meeting chaired by Mrs Hunt and was an open discussion

Minutes of previous meeting discussed

DNA's discussed – the surgery policy explained, also members discussed charging – the administration and ethics of charging discussed and also how it may disadvantage the most vulnerable as well as the administration

It was explained that the walk in centre in Thamesmead closed in 2016, as NHS England did not renew the funding

It was also explained that Grabadoc closed and that Greenbrook Healthcare Organisation had now taken over out of hrs care

The 'Greenwich hubs' were explained – one in Thamesmead and one in Eltham. Abbeywood patients can be offered booked appointments on Saturday and Sunday and from March 2017, from 8 am to 8pm. It was explained that the hubs have access to patient notes and can enter data in the notes and would be staffed mainly by local GPs

It was also discussed that the surgery would also open from 8am to 8pm if NHS England's plans come to fruition

Patient online services and usage discussed. The usage in Greenwich and Borough of Havering very low. Greenwich is at 1% usage.

Dr Hubert asked how we could increase the usage as we have been advised that Greenwich needs to increase the uptake to 10%

Suggestions from attendees included: More, colourful posters, applications for online services should be more accessible and perhaps available at reception

AC suggested reception staff come out and talk to patients, the logistics of this discussed i.e. reception staff are quite busy attending to phones, faxes and also reception desk

From April NHS England would like 50% of all appointments to be reserved for online booking; those not booked are then bookable on the day. This again was seen to be discriminatory and will disadvantage the elderly and those without access to the Internet.

Dr Hubert explained that the surgery had procured a new patient call system and up to date video display system and check in system

AC asked of the surgery has any volunteers to assist with information dissemination – the Greenwich community directory discussed and how the clinicians and staff signpost patients to this service

Complaints from April 2015 – April 2016 were discussed. There were 2 written complaints during this time period

Complaint one – not given antibiotics and then developed infection that required hospital admission.

The patient had forwarded the complaint to NHS England who did not uphold the complaint

Complaint 2 – patient developed infection after prostate biopsy. This complaint was upheld and an apology sent

The annual patient survey was discussed

Patient survey – AC suggests using the same survey as in 2016 to make results comparable. Question on online services to be included