**NORTH STREET MEDICAL CARE**



**Romford site: 274 North Street, Romford RM1 4QJ**

**Tel: 01708 629733**

**Chadwell Heath site: Chadwell Heath Health Centre**

**Ashton Gardens, Chadwell Heath, Romford RM6 6RT**

**Tel: 01708 629733**

**Patients Participation Group (PPG) Meeting**

**Minutes of meeting held on Monday, 17th October 2022 6:30pm – 7:30pm**

|  |  |
| --- | --- |
| **Present:**  Dr D Sura (DS) - GP Partner, Susanne Bauer (SB) – Practice Manager, Aaron Fernandes (AF)– Deputy Practice Manager, 11 members of the PPG (Names cannot be published, but the surgery has the names of the attendees) and 3 apologies. | |
| 1. **Welcome**   Dr Sura (DS), Susanne Bauer (SB) and Aaron Fernandes (AF) introduced themselves. SB welcomed the PPG members to the meeting.  SB discussed minutes of last meeting held on the 26th April 2022 and asked the group if they had any questions – a member of the PP had not received the minutes of meeting which was sent via email. SB to confirm email address with member. | Action  SB |
| 1. **Complaints, comments and review summary**   Between April 2022 and October 2022, the surgery received 56 complaints. 13 were about appointments, 14 about prescription issues, 21 about follow up care, 1 about inaccurate/incorrect records, 1 about misdiagnosis, 4 was about something else. 2 about staff attitude.  We discussed some of the areas the complaints were related to and the group had questions about communication related to issues with scripts – DS advised that we have set up templates to send to patient informing of the outcome of scripts.  - SB explained the amount of DNA’s we had in August (178) and September (241), and that these appointments could have been offered to other patients.  - A member asked if the patients can view their medical records online – DS advised this will be available from the 1st November 2022.  - Staff attitude and no eye contact from reception staff - DS mentioned that we organise regular trainings for the staff and SB mentioned we listen to telephone calls and review for training purposes.  - The group also querying if they have been asked to book appointment in 6 weeks’ time they are advised to contact surgery and there are no appointments available – SB mentioned we are looking in to it to change the procedure.  - A member also wanted to know the role of a medical secretary as they were very helpful and sorted their query.  - A member was enquiring about only telephone appointments available on the app and we advised that the appointments do go very quickly.  A member wanted to know if face-to-face appointments are back to normal. - DS advised we offer both, and give a choice for a face-to-face or a telephone call. |  |
| 1. **Annual Practice Patient Survey - results**   SB explained the results of the annual patient survey and we discussed the following areas   * When and how to book an appointment   Advised the right time to book an appointment as patients were not aware of the times to book urgent and routine appointments.   * Online consultation   Advised that the patients can consult the doctor for non-urgent issues via the e-consult and a link was attached to access the page on the surgery website.   * Repeat prescription   How patients can order their scripts and not requesting it 7 days before the due date.   * Extra / Extended hours preferred times   Patients suggested weekdays from 6:30pm to 8:00pm which has now been implemented and we are offering Monday evenings and also operate the extended hours from Raphael’s house which can be booked by our receptionists.   * We also discussed other areas of the survey as to what percentage of patients filled out the survey with regards to age, ethnic group, sex and employment status. | SB / AF/PPG |
| 1. **Update from NSMC**  * COVID Vaccinations   DS gave an update that we have booked COVID vaccinations for care homes, housebound and will also start at Raphael’s House.   * FLU Vaccinations   We updated the members that we have booked 2 walk in flu clinics on Saturday and also moving forward patients can book an appointment for a flu jab.  A member of staff mentioned that a lot of patients had to queue up for the walk in clinics and an ambulance had to be called for an elderly patient as they were waiting for a long time in the queue. We advised we were aware and will send out times for patients to walk in from so that all patients do not come in at the same time.   * Staff update   DS mentioned that Dr Joshi left in July but still works for us as a locum. We have employed 2 more salaried GP’s; Dr Fatima Jaffar starting on the 24th October 22 and Dr Tasnuba Subhani starting in December 22. We also have a full time nurse starting in November 22.   * Extended hours update   DS gave an update about extended access and that patients can now book at Raphael’s house a face to face appointment on the weekends or weekdays. This can be booked through the surgery. We also have telephone appointments on a Monday from 6.30 pm – 8 pm |  |
| 1. **Suggestions for the next agenda**  * The Complaints/ comments and review summary will be a standard item on the agenda * The PPG is encouraged to submit any suggestions for the next agenda to   [nelondonicb.nsmc@nhs.net](mailto:nelondonicb.nsmc@nhs.net) | PPG |
| 1. **AOB**  * The group agreed that Tuesday’s lunchtime is a good time for all PPG members who were present to attend at Ashton Gardens. SB will enquire if that is possible with the centre manager. * To put up posters in reception with link to join the surgery Facebook page. * A member asked if there is a follow-up from the hospital, do they send us any information – DS mentioned they would request it in the discharge letter sent to us or the patient. | Surgery to action |

Next meeting date to be advised.