

PPG Meeting @ Pavilion Medical Centre

13 December 2016

Present: JC, PC, HBH, SM, DS

Apologies: PC

Introductions:

We welcomed a new PPG member HBH who has a background in the NHS as retired Speech & Language Therapist and is currently chair of local Residents Association.

HBH was given feedback on how the PPG works and how it contributes to practices services and facilities.

SM is Vice Chair of Trustees of Citizens UK (CUK,) they assist by engaging with local communities by directly promoting more effective working.

SM discussed how Citizens UK is now actively involved in helping to promote our PPG group and a representative attended our recent MacMillan Coffee morning to engage with patients.

PPG member issues:

HBH raised a current referral issue and was given clarification on how the Choose & Book process worked and more understanding of the referral care pathway.

HBH mentioned that she attended KCH for an X-ray and had not realised that the patient needs to book an appointment.

DS will add this information to the X-ray proforma.

JC is a public governor at SLAM and keen to gather opinions from Lambeth especially around A&E attendance in a crisis.

SM indicated that HGP has a high level of mental health patients, (second highest in Lambeth) and CMHT work closely with specialists and the Living Well Network. He went on to say that the Local Care Record has improved access to obtaining Community Care Co-ordinator's details and contact information.

Projects for PPG Listening Scheme

DS fed back the results of the recent monkey survey of which we had a good 10% response rate.

Text message were sent to all patients across Pavilion and Hetherington practices. This was to identify how much people knew about the on-line service for patients and if they had experienced any difficulties using it.

Approximately, 54% of all respondents had experienced pin number issues and 46% other technical issues. As a result of the survey, 70% of patients would like help in registering or troubleshooting on-line issues.

We plan to hold an open morning session at both sites in the next 2 months.

The second survey was aimed at patients who are eligible for the flu jab but consistently refused or did not respond to the offer of the vaccine. We focused on this group of patients in order to help highlight any area where we can improve access to the vaccine or simply understand the reason why they decline it in the first place.

Interestingly, 50% responded saying that they did not think that they needed it, 25% declined as they had a previous reaction to the flu jab and 25% other reasons including access issues.

We linked NHS choices 'patients at risk of flu' to the survey.

We continue to look at ways to increase the uptake of the vaccine and actively promote at reception.

Macmillan coffee morning

We raised approximately £140.00 of which we were delighted.

SM carried out a flu clinic in tandem with the event and as previously discussed the representative from Citizens UK attended to engage with patients and a suggestion of gentle exercise classes was raised.

We plan to hold another coffee morning over both sites early March.

The PPG members will be invited to attend to promote and recruit new PPG members.

We aim to hold a PPG meeting on the same day after the event.

Next meeting: to coincide with Coffee Morning, date to be confirmed.

Venue: Hetherington Group Practice