



Pimlico Health @ The Marven

Meeting Title: PPG
Date: 29/4/2016
Chair: Dr Neogi
Minutes taken by: LA
Present:

Staff present, Joanna Fox, Dr Shelia Neogi & Lindsey Angell

Welcome and greetings to all attendees.

Lloyd Codrington
 Jacqueline O'Connor
 Wioletta Zawislak
 Tessa Jellen – Leads Respiratory Group and also on other panels
 Peter Ulla
 Patricia Mahmoud Hafez
 Sarah Jhirad
 Julian Anderson
 Doreen Spright

Apologies

Vladimirs Smats
 Serena Coad
 Tariq Moghal
 Linda Chapman

| Agenda Item | Action Points Raised | Actions Completed by When | By Whom |
|---|---|---|---------|
| Lloyd Codrington South West Festival | Guest to inform us of the South West Festival for the last 2 years. In conjunction with IAPT and Dr Hickey surgery. Lloyd has a stand there and would like to join with our PPG and replicate this year. Practices represented, Dr Hickeys, homeless practice and rough sleepers group. | It's a good way to connect with the public, they provide info on services. The tempt people with games, there is always a good turnout. There will be 6 members of staff all day. Tessa has a stall for Breatheasy and will support | LC |
| Joanna Fox CCQ Inspection on 9 th December | Inspections are ongoing in the area. We were rated good, 4/5. The report is now available on our website. We received outstanding on Mental Health. | Improvement needed on services, we completed in 2 weeks. Defib pads however they were already there. Out of date meds in a GP bag. Purge outlets. | |
| Jeremy Hunt / Anne Rainsbury Visit | After Jeremy Hunt's visit in October 15, he gave feedback for a visit by the Deputy Director and Assistant. They are interested in knowing more about primary care. | Anne Rainsbury is due to visit on 6 th May, all PPG members welcome. | |
| Deanery Visit 2 nd June | We are in the process of becoming a training practice. | Dr Elisabeth Littlewood will be the lead, who will have a 3 month induction period. | |

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| Joanna Fox Online Access update | All options to patients are currently switched on. From 1 st April patients will have access to more information of their record via the codes. | Patients will not see codes only relevant worded information. If a patient sees an error, they can request the changes to be made. This information will be added to our website. Joanna will demonstrate this at the next PPG meeting on SysmtOne with a test patient. | |
| Lindsey Angell I Want Great Care | Friends and Family Test. We have 245 reviews so far with a rating of 4.5/5 stars. | There are cards at reception patients can complete or they can go online and give feedback. There is also good feedback on individual doctors. We input the cards on a monthly basis. We are not yet giving replies however we may start in the future. | |
| Joanna Fox DNA Rates (Did not attend) | We have a high DNA rate, approximately 500 per month; this has an effect on patients being able to book appointments. We have many ways patients can cancel their appointments. | We have started to send DNA letters to repeat offenders of two or more DNA's since November 2015. We will ensure only the relevant patients are sent a letter. This we will continue to monitor on a monthly basis. | |
| Joanna Fox New nurses | We will soon employ new nurses. | We understand demand for nurses appointments is high therefore we interview soon. | |
| Sarah Jhirad | Clinicians problems | When we attend our appointments we do not want to hear the clinician's problems. | |
| Patricia Mahmoud Hafez | HCA appointment | Husband had an appointment that was disrupted. I fed this back to the practice and this was handled promptly with a good outcome. | |
| Sarah Jhirad | Blood test results | Pathology results are allocated to the clinicians in on the day. GP will wait for all results before any contact is made to the patient. If results are normal then the patient will not be invited in. | |
| Meeting times | PPG members would like alternating meeting times. | Evenings / Lunch times | |