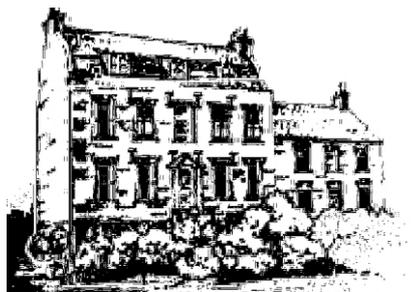


TAMWORTH HOUSE MEDICAL CENTRE



PPG Meeting Minutes Monday 11th September 2017

Attendees:

<input checked="" type="checkbox"/> Lesley Anthony	<input checked="" type="checkbox"/> Roy Tranckle
<input checked="" type="checkbox"/> Audrey King	<input checked="" type="checkbox"/> Janet Smith
<input checked="" type="checkbox"/> John Beaumont	
<u>Apologies</u> Hazel Curt, Ann Walsh	
Practice was represented by – Dr S LaPorta, A Ceesay and L Paradine	

Guest Speaker - Mr Abbas Mirza, Senior (Associate PPI Merton CCG)

Mr Mirza gave us tips to increase our PPG membership and advised members to select a PPG chairman from the group. Adama currently oversees the activities of the group.

Mr Mirza also talked about new health services in Merton – GP Access hub and this winter’s flu campaign.

Open Meeting

The meeting was held on Monday 27th March 2017 at the waiting room in the surgery. The theme was on Elderly Care and Support and about 25 people attended it.

We had three guest speakers from the Alzheimer’s society, the National Osteoporosis society and Carers Support Merton. Patients commented favourably and found the event useful and informative. We served drinks and homemade cakes and biscuits courtesy of Mrs Eleanor Adamthwaite, Nurse Practitioner at the practice. Photos of the event are on the practice website.

The open meeting was a big success and the group have decided to hold similar informative events annually and we will be discussing the theme of the next open meeting in the January 2018 meeting.

CQC Inspection

The Care Quality Commission (CQC) inspected the Practice on 4th October 2016.

The practice received the final inspection report on 26 June 2017, and we have been awarded “Good” in all five areas of the Inspection; “Are services safe?”, “Are services effective?”, “Are services caring?”,

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“Are services responsive to people’s needs?” and “Are services well-led?”. This gives us a “Good” rating overall.

We are obviously very pleased with this result and would like to thank all those patients and PPG members who gave their time to give the CQC feedback before the Inspection and on the actual day – your help is very much appreciated.

The report has been published on the CQC website <http://www.cqc.org.uk/> and is also available on the practice website.

IT

The practice has acquired new arrival and calling systems in the waiting area. Patients now have option to select different languages on the arrival kiosk screen.

We agreed that PPG information should be displayed on the TV screen in the waiting room.

The practice will be using new SMS system (iPlato) to send appointment reminder messages.

GP Access Hub

This is a New Merton Service for patients that need to see a doctor outside normal surgery hours. This service is provided between 6.30pm and 8.00am Monday to Friday, plus weekends and Bank Holidays only.

If patients do contact NHS 111 during the surgeries opening hours, they will be re-directed back to the surgery unless their condition is deemed immediately life threatening.

The services operates from 2 sites:

Cricket Green medical centre - 75-79 Miles Rd, Mitcham CR4 3DA

The Nelson Medical centre - Kingston Rd, Wimbledon

Patient online registration

Adama informed members that our online registration level is below the national target of 10% by the end of March 2017.

We agreed to target patients who request repeat prescriptions and encourage them to make the request online. Adama to promote this service on the repeat prescription script.

Flu clinic

The annual Saturday Flu Clinic will be on Saturday 7th October 2017. Flu clinic is by invitation only. Patients in the at-risk groups will be sent invitation letters with time of sessions for vaccination.

The nurses have agreed to give out PPG leaflets to patients on the day.

Friends and Family Test (FFT)

The number of patients responding to this survey has dwindled in the last quarter. The latest FFT results are published on the practice website.

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Practice Did not attend rates

We discuss DNA appointment figure for April – August 2017 and the rates are still high.

PPG members suggest the practice reveal cost of missed appointments to patients like they do in some hospitals. They think patients are less likely to miss appointments if warned of costs.

Adama warned not sure if the practice is allowed to release this information.

Apr-17	May-17	Jun-17	Jul-17	Aug-17
2611	2988	2752	2584	2424
238	276	317	283	255
9%	9%	12%	11%	11%

Proposal to improve external site

Mr Beaumont still wants the group to consider his proposal to improve the practice external site area by having structure to grow in plants between the practice and the pharmacy.

The proposal was discussed in previous meetings and PPG members agreed that we should not pursue it as they felt it has no benefit to patients. Furthermore, as discussed in last meeting it may restrict access for ambulance when they pick up invalid patients.

Collaboration with other PPG's

Audrey informed members about meeting with Mr Mr Chelliah Lohendran (Logie)- Chair for Central Road Practice PPG and Adama on how our groups can work together. Logie was interested in us organizing a joint educational event with his PPG. We agreed to discuss this further with other members.

Update on practice matter

Dr Shehla Tauqir joined as salaried GP in May 2017