

## **Report from the Patient Participation Group Meeting of 7<sup>th</sup> February 2017.**

At the meeting held on 7<sup>th</sup> February 2017 the following subjects were discussed:

### ***Matters Arising from the meeting held on 4<sup>th</sup> October 2016***

An analysis of the types of patients who Did Not Attend during the month of November was discussed. 57% had no reason for not attending. These patients are written to when they have not attended without notifying the practice three times in a calendar year.

If a patient cancels at very short notice ie after the time the appointment has started, it is classified as a DNA.

### ***Care Quality Commission Inspection***

This was held on 4<sup>th</sup> November 2016. The inspection report was circulated to the Group.

The practice achieved a Good rating. The group asked what was needed to achieve an Outstanding rating. This is awarded to practices when they have done extra projects eg running a singing group, or a walking group for patients. Members of the group pointed out that these services are provided by other local organisations.

The group was happy with the rating of Good and the chairman said the congratulations of the Group should go to the doctors and staff.

One member of the group queried the National Patient Survey results quoted in the report.

### ***Out of hours "hub" appointments***

These are GP appointments offered to our patients at two sites – Beckenham Beacon and Poverest Road Medical Centre, Orpington. This service is mentioned in the practice booklet and the practice website. The service has just been expanded and the appointments are now available from 8am-8pm on Saturdays and Sundays as well as from 4pm-7.40pm each weekday evening.

### ***Children's triage.***

There is a triage system for children so that all young children who need it are offered the opportunity to be seen the same afternoon.

### ***Open Access Clinic proposed changes***

These changes are being proposed as there are two pressures : the waiting time for patients to be seen in the open access clinic – which was highlighted in the CQC report, and the proposed requirement of practices to make the majority of appointments available online. The open access clinic system at the London Lane Clinic does not allow the practice to achieve this target. The practice is looking at the idea of the open access clinic appointments being bookable – by phone, online or by presenting in person (as at present). Booking would take place the same morning as the clinic; not in advance.

Concerns were expressed by the group about patients with no computer. It was suggested and agreed to have online appointments starting later (as those booking using a computer might be at home at 8am).

### ***Patient Suggestions and Patient Complaints***

The log of patient suggestions and an anonymised summary of patient complaints received by the practice were distributed to the group.

### ***Data Security***

One member of the group expressed concern about data security and requested that this be fed back to the Clinical Commissioning Group.

### *Waiting Room*

It was suggested and agreed to have coffee table books, a folder of posters, and to change the colour of the walls to a warmer colour the next time they are decorated.

### **Action Plan**

To check the National Patient Survey to ensure the CQC have the correct figure

To improve the publicity for hub appointments.

To write to the IT Department regarding data security

To suggest new waiting room paint colour and books to the partners

To review the magazines

To create a folder of posters

To be actioned by the practice manager