

Norbury Medical Practice - Patient Participation Group

Notes of Meeting held at 2.00pm on Monday 19th March 2018

Present

Dr Noreen Chaudery
Dr Kalpesh Shah
Mr Ian Acaster
Mrs Sue Biggs
Mr Syed & Mrs Chris Farouk
Mr Howard Hill
Mr Rasik Shah
Mr Mohammed Sheikh
Mr John Taylor

Apologies for absence had been received from Mr Mike Phillips, Mrs Kay Coles, Mrs Bharti Doshi, Mrs Eunice Shepherd, and Mr Andrew Smith. The meeting was chaired by Howard Hill.

1. Introduction.

HH welcomed everyone to the meeting and indicated that the main agenda items would be to discuss the following items:-

- Update on number of patients that Do Not Attend (DNA) appointments.
- Update on Friends & Family Test responses.
- Newsletter.

2. Update on number of patients that Do Not Attend (DNA) appointments

NC & RS indicated that the DNA figure for January 2018 was 257. This figure is lower than in the past, but that is 257 patients who had booked an appointment and then did not attend without informing the practice that they would not be attending. Those 257 appointments could have been offered to other patients who perhaps had an urgent need to see a doctor.

HH asked why the DNA figure has reduced slightly and NC explained that patients who are now using the "My GP" App are using the App to cancel and re-book appointments. Cancelling an appointment is easy with the App – just one click – no further questions asked. Patients can also book an appointment via the App, so the "My GP" App seems to be helping with the DNA problem. However, the DNA remains a problem and the PPG will continue to address.

3. Update on Friends & Family Test responses

As of 1st December 2014 all GP practices were required to undertake the NHS "Friends and Family Test". When patients visit the Practice for care or treatment, they may be asked to provide their feedback by answering a simple question about their experience. The question was worded by NHS England:-

"How likely are you to recommend Norbury Medical Practice to friends and family if they needed similar care or treatment?"

The six response options to the question are as follows: (i) Extremely likely; (ii) Likely; (iii) Neither likely nor unlikely; (iv) Unlikely; (v) Extremely unlikely; and (vi) Don't know.

The responses to the Friends & Family question may be given by the patient in one of three ways:-

1. The patient may use one of the printed "postcards" by completing it and then pop it into the Suggestion Box at the Practice reception desk on their way out of the surgery.

However, the number of responses from the “postcard” method was low and the Practice now encourages responses by other methods.

2. The patient may submit an on-line response by clicking on the “link” on the first page of the Practice website. <https://www.norburymedicalpractice.co.uk/>

3. If the patient has given their mobile number to the Practice, they may receive a text message inviting them to send their feedback, although not all patients respond.

RS provided the Friends & Family details for January 2018. A total of 5607 patients were seen and there were 674 App Users from which 105 responded to a text message.

The responses to the 6 options in January 2018 were:-

- 45 Extremely Likely
- 40 Likely
- 7 Neither Likely or Unlikely
- 7 Unlikely
- 6 Extremely Unlikely

4. PPG Newsletter

The Newsletter is prepared on a regular basis to inform the patient population of issues which the PPG decides need to be circulated. The Newsletter is normally issued by email to all those patients for whom the Practice has an email address.

In addition, hard copies are placed in the waiting room for those patients to take who are attending the Practice. The next Newsletter is most likely due in June 2018 and the next PPG meeting will discuss the articles to be included.

5. Any Other Business

NC indicated that the NHS is suggesting that surgery time be extended for cover from 08.00 until 20.00. Unfortunately, funding provided does not allow for this coverage. At present, the GP Hubs are all in the South of the Borough:-

Central Croydon	East Croydon Medical Centre, 59 Addiscombe Road, CR0 6SD
Purley	Purley War Memorial Hospital, 856 Brighton Road, CR8 2YL
Parkway	Parkway Health Centre, Parkway, New Addington, CR0 0JA

There are no Hubs in the North of the Borough as yet. However, it has been proposed to set up a facility at Brigstock Family Practice, although it is not yet in service. The facility will be open and shared with 17 other Practices. It will be for routine appointments only. No walk in or urgent care cases. This is to provide routine same day appointments, outside normal practice hours. Computer systems will be linked. Patients will continue to be registered at their normal Practice. See attached for further information.

6. Date of Next Meeting

We normally meet on the third Monday of the month, to avoid the Practice meetings and it was agreed that we should convene the next PPG meeting on the third Monday in May 2018 – **Monday 21st May 2018 starting at 2.00 pm.**

Michael J Phillips
Chairman

Do you require evening or Saturday appointments with a GP or Nurse?



In order to improve patient access, a new service has been set up by the Croydon GP Collaborative (CGPC) which gives greater flexibility to patients who are registered with the following Practices:

Auckland Surgery	Brigstock Family Practice	Brigstock & South Norwood Medical Partnership
Broughton Corner Medical Centre	Eversley Medical Centre	Fairview Medical Centre
Leander Family Practice	London Road Medical Practice	Mersham Medical Centre
Norbury Medical Practice	North Croydon Medical Practice	Parchmore Medical Practice
South Norwood Hill Medical Centre	South Norwood Medical Practice	Thornton Heath Medical Centre
Thornton Road Surgery	Upper Norwood Group	Valley Park Surgery

This service will be run from [Brigstock Family Practice](#) and will provide patients additional routine and same day appointments outside their normal Practice's opening hours. **Please note: - Patients will continue to be registered at their normal GP Practice as this does not alter their registration.**

Details of the Service

Appointments: - GP and Nurse Appointments can be booked by your own Practice up to two weeks in advance. The Doctors and Nurses you will see may not be your own so you will be asked to provide consent for them to view your medical records before an appointment will be given. If you are seeing the nurse for dressings, you must take those that your Practice has prescribed you as they may not have the ones you require. **Please note this is not a walk-in service for urgent care.**

Cancelling your appointment - If you are unable to attend your appointment it is important you let us know so we can offer it to someone else. You can do this by informing your own Practice during their normal opening hours or alternatively calling Brigstock Family Practice on [020 8689 7800](tel:02086897800)

Opening Hours : Monday – Friday 18:30 to 20:00 & Saturday 09:00 to 15:00

Location:

83 Brigstock Rd
Thornton Heath
Surrey CR7 7JH

Bus Routes: 198,
250, 450

Parking - available in
the areas surrounding
the premises

Rail - 0.3miles from
Thornton Heath
Station.

