

Norbury Medical Practice - Patient Participation Group

Notes of Meeting held at 2.00pm on Monday 15th July 2019

Present

Dr Kalpesh Shah
Mr Ian Acaster
Mrs Sue Biggs
Mrs Kay Coles
Mr Howard Hill
Mr Mike Phillips
Mr Rasiklal Shah (Practice Manager)
Mr Rasiklal Shah (Pharm)
Mrs Eunice Shepherd
Mr John Taylor

Apologies for absence had been received from Dr Noureen Chaudery, Mr Mohammed Sheikh, and Mr Andrew Smith.

MP reported that Chris & Syed Farouk have decided that having joined the PPG in July 2007 that it is time to withdraw from the committee. MP has written to Chris & Syed thanking them for their support over the last 12 years.

MP welcomed a 5th year Medical student from Kings College Hospital who is currently with the Practice to acquire experience of GP work. MP explained the purpose of the PPG and hoped that he would find it useful to hear about our support to the Practice.

1. Introduction.

MP welcomed everyone to the meeting and indicated that the main agenda items at this meeting would be:-

- Update on the NHS Diabetes Prevention Programme.
- Discussion on the GP Patient Survey.
- Howard to report on new NHS App'

2. Update on the NHS Diabetes Prevention Programme.

Mr Rasiklal Shah (Pharm) had previously reported on the stall that he and Howard Hill had set up at the Health Centre on Friday 5th April 2019 providing information on Diabetes prevention. The GPs were referring at risk patients to the stall and RS & HH were also dealing with 'walk ins'. It is estimated that they saw between 50 to 80 patients and the benefits of diet, exercise and a moderate lifestyle were discussed. RS & HH had also given out copies of the latest Diabetes Newsletter and other literature.

The patients gave good feedback and were pleased to have had the opportunity to discuss Diabetes and prevention. It was thought that this could be repeated say every 3 months, and many thanks were given to RS (Pharm) and HH for their efforts.

In the meantime, RS(PM) is arranging a meeting with the NHS Facilitators to discuss the Diabetes Prevention programme. This will be on a Wednesday at the Practice, and HH & RS(Pharm) will be invited to sit in on the monthly group meeting. Date to be arranged.

3. Discussion on the GP Patient Survey.

MP had earlier emailed with the agenda for this meeting, the GP Patient Survey for 2018 for three local GP Practices (Norbury Medical Practice, Leander Road Surgery & Fairview Medical Practice). MP tabled further hard copies to the PPG meeting and took the meeting through the responses, making comparisons both with the previous Patient Survey in 2017 and also between the three local Practices.

Having taken the meeting through all the responses, the general consensus was that Norbury Medical Practice was doing very well, exceeding in most areas the results for 2017.

KC said that more staff are now available to take 'phone calls at busy times and this has significantly helped re the survey question (*% of patients who find it easy to get through to this surgery by 'phone*). The score in 2017 was 55% whereas the score for 2018 is now 72%.

Another survey question was (*% of patients who describe their overall experience of this GP Practice as good*) and whilst the response in 2017 was 69% the response for 2018 was 82%.

Every area of the 2018 survey indicated a good to significant improvement from 2017 and this is all down to the efforts of all the staff at Norbury Medical Practice. The PPG thanked the GPs and the nursing staff and also requested that KC pass the thanks from the PPG to the reception staff for their ongoing efforts.

4. How to report on new NHS App'

NC had indicated at the last PPG meeting that NHS England has recently released the NHS App on app stores across the country. It is currently being rolled out across England and is due to be available in all GP practices by July 2019.

The NHS App is central to the NHS Long Term Plan's vision of creating a consistent 'gateway' for patients to use digital to access NHS services. It currently enables people to:

- check their symptoms
- use NHS 111 online
- book and manage appointments at their GP practice
- order repeat prescriptions
- securely view their GP medical record
- connect to the national data opt out process and the national organ donor register

HH had previously been asked if he would download it & 'test drive' it so that he could report on the new NHS App at this PPG meeting. HH explained the issues with setting up the NHS App on a mobile 'phone and compared it to the existing MyGP App.

One of the benefits of encouraging patients to make appointments, request prescriptions etc by use of on-line/mobile 'phone arrangements is that it takes pressure off the reception staff who continue to answer the telephone and deal with patients standing at the reception desk.

The PPG has previously promoted the use of "EMIS" now called "Patient Access" using a PC, and also promoted the use of the "MyGP" App using a mobile 'phone in a PPG Newsletter dated July 2018. The new NHS App appeared to offer little more than "MyGP" and after discussion the PPG considered that we should wait until the NHS App had been rolled out and we could reconsider the use, drawing on feedback from other users.

5. Any Other Business

- MP had received details re a potential new member of the PPG and he would be visiting the person in the next day or so to explain what it involves.

- MP indicated that we should consider preparation of a new Newsletter shortly – one of the main items to include would be the advice to patients re the next 'flu vaccination.
- RS(PM) Norbury Medical Practice is looking into re-vamping the Practice website. & suggested the PPG look at the following already in use with other Practices:-

<https://www.aucklandsurgery.co.uk/> This is the FootFall website.

<https://www.kestonmedicalpractice.co.uk/> This is on 'Freeview website.

6. **Date of Next Meeting**

We normally meet every two months, 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 September 2019 – **Monday 16th September 2019 starting at the usual time of 2.00 pm.**

Michael J Phillips
Chairman