

Norbury Medical Practice - Patient Participation Group

Notes of Meeting held at 2.00pm on Monday 16th July 2018

Present

Dr Noureen Chaudery
Mr Ian Acaster
Mrs Kay Coles
Mr Howard Hill
Mr Mike Phillips
Mr Rasiklal Shah (Practice Manager)
Mr Rasiklal Shah (Pharm)
Mr Mohammed Sheikh
Mrs Eunice Shepherd
Mr John Taylor

Apologies for absence had been received from Dr Kalpesh Shah, Mrs Sue Biggs, Mr Andrew Smith and Mr Syed & Mrs Chris Farouk.

1. Introduction.

MP welcomed everyone to the meeting and indicated that the main agenda items at this meeting would be to discuss the two reports that he had circulated earlier on-line and also the draft Newsletter for July 2018.

2. Discussion on “GP Profiles 2017” report

MP had earlier circulated on-line the report headed “General Practice Profiles 2017” to the PPG. RS projected the report on the screen and NC was invited to take the meeting through the report, highlighting particular points for discussion.

Many of the clinical markers are indicating improved performance since last year. The Practice is best performing in the area of diabetes with 50% of all indicators in this area in the 11 best performing practices of the borough.

The Practice is most challenged in the area of patient experience. A sample of adult patients registered with the Practice received a questionnaire by post in January 2017 and the results from the 96 responses were received between January and March 2017.

Whilst the indications are of concern, MP intimated that the sample size of 96 from a patient population of over 10,000 may not be totally representative. This was further explored in the second report that had been circulated.

3. Discussion on “Practice Comparison” report

MP had earlier circulated on-line the report headed “GP Patient Survey – Patient Experiences” that was related to the first report and compared the patient experience at Norbury Medical Practice with those at Leander Road and at Fairview Medical Practice. (Click on following link)

<http://www.gp-patient.co.uk/compare?practices=H83009,H83042,H83624&s=0&w=1&g=0&a=0&e=0&h=0>

The PPG meeting discussed the comparisons and possible reasons for the differences between the 3 practices. The indications for Norbury Medical Practice are based on 96 responses which is a very small sample size from the patient population of over 10,000. Also, the number of patients registered at Norbury (10,486) is significantly greater than the number of patients registered at Leander (7,490) and at Fairview (7,871). (Figures taken from NHS Choices).

In the meantime, Norbury Medical Practice had recently carried out its own internal survey over a 3 week period by asking 100 patients **who were actually attending an appointment** for their responses to a number of questions similar to the “GP Patient Survey”. This survey showed that the majority of patients who were being asked about their current experience based on their appointment at the same time were generally very satisfied with the Practice. This internal survey showed a marked improvement in the responses compared to the results indicated in the “GP Patient Survey” which were based on a postal survey at random where the patient **may not have attended a recent appointment** on which to base their comments.

The PPG was informed that the Practice has had about a 10% turnover in patients.

KC informed the PPG that more patients are using the EMIS On-line appointments system and requesting repeat prescriptions on-line, although not as many patients as we would like use the On-line arrangements. The use of On-line appointments reduces the pressure on the telephones and the front desk, and the PPG will continue to promote the system.

HH indicated that the format for EMIS has changed, particularly for ordering repeat prescriptions. RS (Practice Manager) said that he would look into this although we may have to accept the reformatted EMIS system.

4. Newsletter

MP circulated a draft copy of the Newsletter for July 2018 which advised patients about the new General Data Protection Regulation and continued to promote the Practice facilities – eg Practice hours, telephone times, EMIS On-line services, Croydon GP Hubs etc.

MP asked the PPG if they had any comments on the draft Newsletter, then to let him know before he finalised the Newsletter and passed to KC for emailing to patients.

5. Any Other Business

JT asked about extended hours appointments and KC indicated that these were normally restricted to working patients who had difficulty in attending standard appointment times.

RS (Practice Manager) indicated that building work would be carried out at the Health Centre for the next 6 months, and that consulting rooms may be moved around whilst this was happening.

RS (Pharm) asked about ID photos for when patients wanted to register for EMIS. RS (Practice Manager) & KC explained that the normal requirement was for the patient to provide photo ID, eg passport, driving licence, Freedom Pass etc., to show when registering for Online services, so that the Practice only gave a login password to the correct applicant.

NC thanked the PPG for their work and support to the Practice.

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 September 2018 – **Monday 17th September 2018 starting at 2.00 pm.**

Michael J Phillips
Chairman