

Elm Practice Patient Participation Group Meeting

Wednesday 26th July 2017

Attendance MG DSH RG WG JL HC

On Line Access

- Online access to medical records
- Patients may now access information about their allergies, current medications and immunisation information and test results.

Online access to medical records for less than 16 year olds

The group discussed the practice had recently reviewed their policy for online access for under 16 year olds. It was agreed that the practice did not recommend online access is given to any under 16 year olds on a routine basis.

We would like to continue offering online access for children/parents up to the age of 11. During the discussion some group members had strong feelings that 11 was too young, however it was eventually agreed due to past experience of the practice and the GP's wishes.

Letters would be sent to parents/guardians of children who have reached the age where online access will be deactivated was reviewed, edited and agreed by all. The practice will now implement this new policy.

DNA (Did not attend)

- Elm Practice continues to experience DNA's.
- Group agreed to create a poster to inform patients of the amount of recent DNA's.
- Suggestions were made on information on the cost of the missed appointment.
Wording reviewed and agreed;
- We agreed wording on a poster or Jayex board could read;

you did not attend your appointment at the Surgery.

*This appointment could have been offered to another patient who
Needed to be seen.*

Please always cancel appointments you cannot attend.

Hub Clinics

- Hub Clinics (Extended Primary Care Service) is operated by City and Hackney GP Confederation.
- It is available to use by all Hackney GP Practices.
- The service is open 08:00-20:00 7 days a week and is an extension of our GP service.
- If patients are unable to book a routine appointment at the practice they will be offered the opportunity to be added to the Hub clinic by Practice staff These patients requesting an appointment will be offered an appointment at the Hub on the following day.

Friends and Family Test

The practice has participated in the Friends and Family test (“Would you recommend the practice to Friends and Family?”)

From April 2017 and June 2017 Elm Practice has had 34 responses.

Of those:

22 have been “Extremely likely to recommend Elm Practice to their Friends and Family

12 “Likely to recommend Elm Practice to their Friends and Family

Website Revamp:

PM is taking the lead on this and is working to revitalise the website to broaden its appeal.

GP survey

Practice will carry out the City and Hackney CCG survey in October/November 2017.

AOB

Following an encounter with reception when trying to book an appointment with GP a comment was made by receptionist who was felt to be inappropriate. The GP specifically the patient needs to follow-up appointment at a particular time, and the receptionist was unable to book embargoed appointments. We agreed that the GP should make the appointment directly with the patient if the receptionist is not able to book the appointment.

Date of next meeting to be confirmed.