

Elm Practice Patient Participation Group Meeting 29th November 2017

Attendees MG DSH MH AG JL MR GS

Changes to Practice Opening Hours

As of 5th October Elm Practice will no longer close half day on Thursday afternoon.

Patients will be able to access the following services:

- Book routine or urgent appointments
- Arrange a telephone consultation with the duty doctor
- Drop off and collect prescriptions
- Drop off samples
- Collect letters and forms

New Thursday opening hours will be as follows:

- Reception opening hours 09:00-13:00 14:00-18:30pm
- Surgery Hours 09:00-11:00 & 15:00-17:30
- Duty Doctors every Thursday: Dr Baumgarten 09:00-13:00, Dr Lawrensen 14:00-18:30

City and Hackney CCG Patient Questionnaire



Summary of CCG
Patient Survey compl

- The group discussed this year's CCG patient survey which took place in November 2017
- 40 patients was asked to complete the surveys following their visit to Elm Practice
- Copies of the survey results are fed back to City and Hackney Clinical Commissioning Group
- Copies of the survey are held in a file at Elm practice

Friends and Family Survey July-November 2017

	Extremely Likely	Recommend	Likely	Neither likely or unlikely	Not Recommend
July	6		3		
August	11		5		
September		100			
October		92		4	4
November		97		2	1

Elm Practice explained that survey figures have dramatically increased following patients receiving text messages

Discussions with receptionist's

- There were some concerns over confidentiality with patients potentially being able to hear conversations at reception.
- The group raised a query regarding them feeling upset when the receptionists enquiring about why they need telephone consultations or emergency appointments with doctor or nurse.
- It was explained this is one of the measures we have put in place to try and reduce unnecessary appointment and ensure if an appointment is needed, it is booked with the appropriate clinician.
- Emis alerts for selected patients for patients that do not want to be questioned in this manner.
- Discussed the system in place where some patients have specific messages on Emis.
- The screen message/alert might say:
 - ok to order medication over the phone,
 - needs double appointment,
 - requires an interpreters

Raising awareness of the PPG

Discussion on how to raise awareness about the Patient Participation Group and make the meeting more interesting.

- Clinicians could raise awareness during consultations
- Creating colourful and eye catching posters
- Advertise on practice website
- Creating and distributing handouts and leaflets to patients

Date of next meeting to be confirmed