

Elm Practice Patient Participation Group Meeting held 31.1.2018

Attendees MG DSH RK GS HC JL

CQC Feedback

- HC enquired about CQC visits
- MG explained that practice following the first visit in January 2016 Elm Practice scored 'requires improvement' for significant event reporting, infection control and inadequate literature in languages
- Elm Practice was inspected again in June 2017 and achieved a good rating in all CQC categories
- Full details and reports are published on the practice website.

City and Hackney hub clinics

- City and Hackney CCG has encouraged practices to offer extended hours
- Appts available for GP practices outside working hours
- They see patients for routine appointments not same day emergencies
- Practices will book appointments for the following day
- 2 hub clinics in north Hackney 2 south Hackney
- Nightingale Monday-Friday 18:30-20:00 Saturday 08:00-20:00
- Stamford Hill Sunday 08:00-20:00
- Hoxton surgery Saturdays 08:00-20:00
- Richmond Road Sunday and bank holiday 08:00-20:00

Practice opening hours

- October 2017 Elm Practice no longer has a half day closure.
- New Thursdays opening hours 09:00-13:00 14:00-18:30
- Patients can collect prescriptions, letters, book appointments and see a GP
- November 2017 new opening hours Monday -Friday practice open at 8am
- Between 08:00-09:00 there are no appointments for a GP
- Often GP is on the premises if there was an emergency
- If no GP on site the receptionist has contact numbers for the duty doctor.
- Patients have the opportunity to book appointments, request telephone consultations, drop off samples, collect prescriptions and letters

Practice improvements

- Dr Hosein explained that CCG funding allocation has changed

- They wanted practice Patient participation groups to be involved in deciding how practice funding should be spent

Dr Hosein discussed with the group Elm Practice ideas for spending the funds:

Replacement sinks, taps and flooring in clinicians room

- Dr Hosein explained that practices are required to have high levels of infection control
- To ensure practice is fit for purpose the practice nurse undertakes a weekly infection control audit. Elm Practice Nurse and Manager will carry out a full Infection Control audit every six months.
- Every three years the practice is inspected by an infection control inspector from Homerton Hospital.
- Following the Homerton infection control inspection in September 2017 we was required to replace all of the sinks and taps in the all clinicians rooms and flooring the all GP rooms.

Patient check in system

- The Practice Manager explained that practice had patient self-check in machine several years ago. The practice had it removed because it was vandalised.
- The benefits for having a self-check were patients were able to check in when they arrive for their appointments.
- Patients could see if the surgery was running on time.
- Disadvantages was last self-check in system was vandalised.
- Lack of communication with receptionists,

Jayex board

- Jayex board is patient caller system and that shows patients name when it is their turn to see the clinician and it provides information about health promotion and has
- Practice Manager explained Elm Practice Jayex Board is fairly old but it is good working order.
- Unfortunately due to the age of the Jayex Board it does not have colourful visual health care promotion adverts like the television type monitor provides.
- Patient mentioned that some hospitals have BBC news
- The Practice Manager explained that surgeries will have free Wi-Fi installed and that patients can have free access to this.

Final decision on how money should be spent

All patient group members agreed that it was important that Elm Practice ensures that the practice has the incorrect furniture installed as set out by infection control standards.

AOB

Receptionist asking why patients need to see or speak to Doctor

- Patient asked why receptionist asks for further information when patients request an emergency appointment or telephone consultation.

- Dr Hosein explained that the reason the Doctors ask the receptionist to get details for emergency or telephone request is so that they can prioritise urgent problems and deal with them in order of urgency. I.e: Patients with chest pain or children with a rash will be seen before someone with a cough or an admin query
- Patients can decline in informing receptionist on problem; however this may have an impact on the speed that the Doctor returns the call. If patients are waiting at the surgery they may also have a longer wait.

Dementia notice board

- Dementia notice board is in waiting room
- Dementia Team maintain the notice board

Parking issues

- Parking permits on neighbouring roads have had an impact on health centre users
- Patients have arrived late for appointments because they are unable to find a parking space
- Three practices, Homerton hospital (landlords) and fern bank together wrote to council requesting for a park bays for short term parking for patients.
- We have had no response from the council
- Patient said she will raise matter at the Cazenove community
- We agreed the mg would send a second letter to the council saying that this was discussed at our meeting
- Issues raised was patients with disabilities not getting parked
- Patients or carers having to aid or carry sick friends and relatives if parked too far away
- Increase in home visit requests
- GP car blocked in resulting in delay when doing home visits

Blood tests and test results

- Patient asked why patients are told that results are positive or negative
- Dr Hosein said to simplify interpreting results we just say if positive or negative. For detailed version of result patient can access online
- When patients are told to have a blood test they should always ask why and what they Re being tested for.
- Elm Practice will only contact patients if there is an issue with the result.
- Patients are encouraged to chase up their result at the practice
- If result has been checked by go and there are no issues receptionists are trained to inform patients of their results.
- Patients with abnormal results will need to speak to go or practice nurse

Feedback following hospital appointments

- Dr Hosein explained often consultants say they will forward results, medication changes or information about the consultation to the GP in the following days. In fact it can take hospitals four weeks to three months to contact the patients GP.
- Dr Hosein explained that there are patterns of certain departments in hospitals taking an especially long time to respond practices can inform the CCG to investigate

Patient online

- Elm Practice encourage patients to sign up to Online Access
- Patients need a password from the receptionist to enable them to sign up
- Patients can book appointments, request repeat prescriptions, view their test results
- Patients must show ID before they can sign up to online access

Medication being out of stock at Pharmacy

- Patient mention that pharmacy was out of stock of medication for nearly two weeks
When this happens at times there is a problem with the patient collecting their medication on batch prescriptions
- EPS items cannot be collected together patient if some items are out of stock resulting in patients having to wait for their medication.
- Dr Hosein said patients could discuss this matter with pharmacy or nominate themselves to an alternative chemist if the problem continues.