Morden Hall Medical Centre Patient Participation Group

AGENDA

for the meeting on Tuesday, 22 September 2015 at 1800

4	Introductions and anolacies	
1.	Introductions and apologies	
2.	Notes of the meeting of 21 July 2015	All agreed.
3.	Regular updates:	
	• feedback received since the last meeting	Since the last PPG meeting we have progressed from 3* to 3.5*.
		The aim is to still continue until at least 4* and continue to review the feedback and any leading themes. These are fed back to the partners. Again, it is not a competition but the continuous encouragement of feedback helps the practice respond to our patient's needs.
		Key themes have changed slightly- fewer complaints about the premises- we hope this is a result of the change in cleaning company.
		Feedback has shown a lack of awareness of our online services- we are hoping to address this through more advertising in reception area and perhaps adding this information to our phone message. We are reviewing this.
	 recent changes and forthcoming changes and developments 	With the recruitment of our new practice secretary the practice has had more of a migration towards digitalising and improving the communication with our providers. Flu campaign- patients have now been contacted SMS, there is a pop-up on our website, and on our phone system when patients are on hold. Nurses have begun targeting our house-bound patients. We are pleased with the uptake so far and are making strong efforts to monitor this on a weekly basis. Saturday flu clinic- is on hold for now but will be reviewed when/if necessary for October. IT refresh has definitely improved the systems efficiency of the practice, despite some minor practical issues.

	Following some concerns from patients about prescriptions the practice has been working closely with the prescriptions team and neighbouring pharmacy's to review issues. This should hopefully reduce any discrepancies. In response to CQC the practice will now be asking all individuals wanting to collect prescriptions/ results on behalf of a patient to provide written consent.
appointments update	A two week project has been launched to obtain whether we are offering the right appointments for patients and whether they are seeing the right clinicians (GP/nurses/HCA). This is an effort to optimise appointments and clinical time for our patients.
	Telephone access is still a problem, but we have seen a decrease in calls. We hope this in response to the online appointments access. We appreciate this is a slow migration but will continue to monitor this.
	We are looking to expand our online appointment availability; making more appointments available and more in advance (up to 28 days). We are also thinking of adding nurse appointments to our online appointments although this needs more complex review and management.
 premises update 	There have been some teething problems with the cleaning company although the general feedback is still very good.
	IAPT will soon be taken over by ADD ACTION another psychology provider.
	There are no further updates to give re: 2 x premise improvement grants. Be assured all submissions have been put in on time- we are still going through due diligence.
4. PPG membership – growth and development plan	The PPG has not grown since the last meeting. We have reached out to a contact at Healthwatch Merton about developing a virtual PPG. We are waiting on what support/suggestions they may have for us this week. Since the last meeting however the growth of our virtual PPG from our patient feedback campaign has displayed huge developments on listening to our patients

	suggestions and feedback and has allowed us to
	address and understand any issues our patients
	have had. So far we have had over 250 individual
	feedback responses to review.
	For the development of our physical PPG:
	First it was agreed the PPG would like to keep the
	size of the PPG no more than 10-12.
	 It was agreed during the meeting we would contact via email those patients who provided positive feedback during our patient feedback project in June to present day inviting them to reply if they had an interest in joining our PPG.
	2. Depending on the uptake, we are also hoping to contact the female leader of the mosque in Merton to ask if they would like to attend the PPG meeting to provide a voice for our Urdu community of patients.
	3. A PPG member also suggested another option could be to contact the local schools and ask them to advertise (in the school newsletter perhaps) for any parents who are patients of our practice if they would like to attend a scheduled 9.30am PPG meeting to encourage the demographic of mothers to be part of our PPG also. If this was to roll out we would think about holding 2 x PPG meetings at 9.30am per annum, and 2 x evening sessions in order to cater for the whole of our demographic.
	The actions listed above are listed in order of sequence of preference and action.
5. Agreement of continuing priorities	These continue as before and adding: Access Appointment allocation Building and premises development Growth of PPG
6. Any other business	A PPG member would like to feed back their good experience of their telephone appointment experience recently and believes the system seems to have improved. We have relayed this back to the team.

7. Date and time of next two meetings:	17 November 2015 1800 19 January 2015 9.30am (tbc)
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