

Patient Participation Meeting Minutes
27 Jul 18

Present:

Dr Jane Livingston (SK)
Sangeeta Kathuria (SK)

Patient representation:

Camilla Newbegin
John Newbegin
Victoria Hamerton
Ralph Petit
Slavica Marantos
Nadia Butti

MINUTES

This meeting was held to touch base again with the members post Dr Bayer's death in 2017 and after the numerous challenges thereafter at the surgery.

SK discussed how we were having regular PPG meetings up to 2015 / 2016 however, after the diagnosis of Dr Bayer and her cancer and leading up to the demise of Dr Bayer, this area was put to one side not due to neglect, but due to having other more important challenges to face.

The challenge the practice faced was that of Dr Livingston making a decision to carry on the surgery in her name and responsibility, changing over all the matter into her hands and dealing with the grief of the loss whilst overseeing patient care. Policies had to be updated, business transactions such as banks, heating services, CQC, NHS England, CCG etc. and many more had to be changed over which took a great deal of time. Staff welfare needed to be managed as well as patient welfare in the face of this event, all which took a priority over the group. Also some members from the group fell ill over the year.

However SK explained how we have had the year to move on and get things in order and would like to now, get on with our PPG and carry on with meetings as we used to have in the past with new members. We would like to go forward and use the support of the group and their members to help the surgery to be better in every way possible.

SK went on to then explain what the surgery has been doing over the last year or so in particular to the changes that have been made after the death of Dr Bayer and taking over as a single ownership from a partnership.

- A new APP has been created by SK for free upload for patients on smartphones, android and tablets. This was done for the interest of the patient and their care, to direct them to correct services out of hours, to

give them support with leaflets and videos, to keep them abreast of current news events in the surgery.

- A downstairs toilet was built for staff and patients with disabilities who cannot go upstairs.
- A ramp was placed at the front door for wheelchair access
- New parking bays were requested by Dr Livingston who wrote to the council asking them to put some bays in the side road so patients could park their cars, whilst waiting for the appointments in the parking restriction times.
- New locks were put in on all doors in view of new GDPR regulations.
- New phones have been put in place with up to date IT and also do recording of calls at reception and in Dr Livingston's room
- Email consultations have been set up for the working patients and for those who don't need to come in to the surgery
- Special screen filters have been put on the reception windows to stop outsiders from being able to look in and view staff and confidential information.
- A new nurse and HCA has been hired in the last 12 months
- Dr Dharman the locum GP has increased his sessions to Thursdays and all day Fridays.
- Reception has been redecorated and painted.
- A radio has been placed in the waiting room as per recommendation of Victoria, a member, which allows any conversations at reception to be muffled out for confidentiality purposes. SK just needs to get the PRS license sorted for this.
- Staff training has been on a high level
- We have now starting working in line with a new CCG contract called the Ealing Standard where we are offering new services such as ABPM monitoring and we have bought new home reading BP monitors for patients to use at home.
- We have Wi-Fi in the surgery
- We have put in two TVs in the waiting room to give patients as much access to patient related information as possible. SK tries to keep the videos practice specific.

SK then discussed the fact that we are being visited by CQC, probably in light of having changed the registration from the old partnership to a sole owner. This will be taking place on Wed 8 Aug and SK asked the members if anyone would be willing to come in and talk to the inspectors. The members stated they would email her to confirm times for the date if they can come in.

John Newbegin discussed an issue that he asked us to look into for patient care. This is related to a problem he had personally with his ultra sound report that was supposed to come to the surgery from the hospital, and was sent, according to them, by email and fax. However every time he asked if we had received it or actioned it, we hadn't. The hospital stated they had sent it in the numerous ways. He has asked for us to look into the system to see if there is an audit trail for post / emails or faxes coming in and how this is handled. It

appears we never received it whenever it was sent by the hospital and he wondered if others have had this problem. JL explained we have a generic surgery email where emails come in and this is managed on an hourly or more frequent basis by reception staff during opening hours. SK thought that junk mail might be a problem and explained how she has trained staff to check the junk folder every day to ensure nothing is lying idle in there. Victoria Hamerton made a very useful suggestion that we can make our clinical system work so as to allow any emails coming in, to go straight into the system and be scanned. She will discuss this with SK to show her how to set this up and once this is done, it will save time for reception staff, have a good audit trail and will ensure all external links or posts coming in, will be placed on the system.

The meeting was brief but informative and was used more to update the members on the current situation and however would like to move forward. SK asked the members what times would be best for future meetings and it was decided that mornings or afternoons are best with enough notice for members who work.

SK gave her email address to all the members and asked them to send her their addresses so that she can keep in touch and make a group in her emails to contact them for newsletters, events etc.