

WELLS PARK PRACTICE

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Partners: Dr Tony Adegoke-Dr Ranti Bolarinwa-Dr Prachi Gupta-

Associates: Dr Katherine Ward -Dr Elizabeth Paul –Dr Omoesiri Emedo
Dr Vinyas Singh-Dr Zinah Quadir

Practice Nurses: Rosie Dada-Gill Jenkins-Saido Ali-Dunmininu Smith-Barbara Abotsi

Practice Manager: Antonia Makinde

Patient Participation Group (PPG) Meeting - Thursday 18 October 2018 at 6.30pm

Present:

PPG Members: Mel Deakin (Chair), Margaret Whipp (MW), Brenda Renshaw (BR)

Staff: Antonia Makinde (AM), Practice Manager

Apologies: Satish Patel

1) Welcome and Apologies: Noted

2) Update from last meeting:

Notes from last meeting held on 28 June 2018 noted. AM apologised for poor representation from Practice staff at the last meeting. AM or a Partner will be present at all future meetings.

AM reported that the proposed plan for YouTube and social media had not taken off yet. Recordings were made for YouTube however; staff felt the quality of the recording was not adequate. In addition, concerns from the PPG about constant changes within the NHS and keeping the information updated had also been taken into consideration.

AM informed PPG members that appointments are created up to one month in advance for GP but they are prebookable, subject to availability, up to two weeks in advance either at the Practice or the Ambulatory clinic at Lewisham Hospital.

3) CQC Update

PPG members noted the Practice was inspected by the CQC on 11 September. They had raised concerns there had not been enough actions taken from the results of the patient feedback received in July 2018 on telephone access, waiting times in the surgery and booking appointments.

Discussions ensued in relation to actions being taken by the Practice to improve. Members noted there were difficulties in recruiting GPs. The Practice had been advertising for nearly one year. Whilst there had been some success, there are currently two GPs on maternity leave. AM reported that the practice is exploring other options such as Advanced Nurse Practitioners and increasing pharmacy capacity. There are also plans in place to increase the number of receptionists to ensure telephones are answered promptly.

PPG member felt the telephone prompt was too long and this could also contribute to the lack of patient satisfaction. AM agreed to review this.

Action: AM To reduce the initial message on the telephone prompt

AM shared a spreadsheet which provided details of incoming calls to the Practice. Members noted the volume of calls is high at an average of 650calls a day. AM attributed this to repeat calls from patients. The Practice is currently working with the telephone providers in analysing the top callers.

Other Suggestions:

Continue to increase online access – Mel informed the group that some patients were having difficulties accessing their records online as some scanned records were not visible to patients. Suggested he met with the IT manager to discuss this further. AM agreed to facilitate this

4) PPG next steps

A member of the PPG suggested that the Practice consider virtual engagement with the PPG and focus more on the Open Meetings which appear to have been working well. It was felt that attendance at the PPG meetings were reducing because some patients who had actively engaged in the past had moved away from the area and also circumstances were changing. In addition, attendees were not representative of the Practice population. This was discussed at length.

Agreed that suggestion would be sought at the next open meeting

5) Open Meeting

AM agreed to send the date of the next Open meeting with the minutes

Open Meeting: Saturday 15 December – 9.00am – 12.00noon at the Practice