

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING
AT
DOCKLANDS MEDICAL CENTRE**

28th February 2019

Start: 11:00

End: 12.30

Present: Najeeb Razzaq (Practice Manager), Shahnaz Begum
(Reception Manager)

Patients: 13819, 7957, 2901, 6729, 6727, 7917 and 16096

Taking Minutes: Shahnaz Begum

Agenda:

1. **Prescription issues**
2. **New website design for 'Online Access' and options available**
3. **Promotion of healthy lifestyle**
4. **EPS - (Electronic Prescribing Service)**
5. **Online access**
6. **Did Not Attends (DNA)**
7. **Community Good Parenting Group**
8. **CQC Visit**
9. **Patient Comment**
10. **Your thoughts and ideas to continue further improvements for the year 2019**
11. **AOB**

1. Prescription issues

At today's PPG meeting, a PPG member highlighted issues where medication has not been ready on time for collection at their local pharmacy. There are situations where pharmacy sometimes has supply issues, which delays obtaining the medication for more than four days. The members have been advised to try alternate pharmacies, which may be able to deliver their medication on time without delay.

2. New website design for 'Online Access' and option available

At the last PPG meeting NR had suggested using the alternative platforms available to patients that include Evergreen Life, Dimec or My GP. Evergreen is also linked to our eConsult service and can redirect seamlessly. *At today's meeting members were informed that we now know that you can be signed up to multiple platforms without needing to deactivate to join another.*

A PPG member informed us that they had tried registering with Ever Green but didn't like it as it was really slow. Also, they had to reset their account credentials in order to be able to sign-up again. NR will look into this.

3. Promotion of healthy lifestyle

Social Prescribing (SP) is a Tower Hamlets service providing support and directing to relevant community teams based on needs.

The Practice is promoting and referring to the SP service where appropriate, most patients are referred by our nursing team followed by our GPs and Health Care Assistants. Patients can also self-refer by contacting the SP team themselves. We have had stable referrals so far, for this year we have had 85 referrals sent from the Practice. This does not include patients referring themselves.

At today's PPG meeting we discussed smoking cessation referrals, for this year we have had 43 patients who have committed to stopping smoking. This is an increase on the previous year (26).

4. EPS - (Electronic Prescribing Service)

Our focus remains on having a seamless electronic prescription issuing service. Patients are able to request repeat medications online or in-person at the Practice and provided they have a nominated pharmacy, it would be sent electronically to them from the moment of authorisation by the GP.

Electronic prescribing allows us to monitor our service as the information is logged from acceptance to issue. Patients are able to see what is happening online as well if they have Online Access.

5. Utilising Online access

At the last PPG meeting members suggested that the management team run an audit on what percentage of patients (based on age) are using the online access and whether they are actively using to book appointments. Also, to do an audit on patients who do not have online access and have booked 12 or more appointments a year. NR agreed to look into this.

The result from the audit is as follows:

We have 25% of our registered population signed up for online access. Over the last 6 month period we can see from the 33% of our patients (about 3000), 1408 patients are not actively using it whilst 1566 patients are. The users of the service can be broken down as follows; 28% to book appointments, 15% for prescription request and 33% for results. Our audit shows us that 5500 patients have not opted in for the online access.

After doing a search, we found that there were 34 patients who do not have online access and have booked 12 or more appointments in the last 12 months. This includes children, vulnerable patients and elderly patients.

The PPG members were informed that they can book two appointments via online access now.

The members were also informed hub appointments are only available for reception staff to book for patients and patients cannot book themselves.

Online Access – A PPG member suggested that patients are shown ‘how to use online access’ system to the user groups’ which may then encourage patients to use the system actively. The management team agreed it is a good idea and will look into this

E- Consultation service will contact patients by the end of the next working day to resolve queries raised.

6. Did Not Attends (DNA)

The average DNA rate is 9.4% (across 18 months). Year-on-year we have reduced DNA average rate by 0.4% which equates to several hundred appointments across the year. We will continue to actively tackle reducing the DNA rate at the Practice.

7. Community Good Parenting Group

A PPG member expecting a baby highlighted an issue at the previous meeting. Both Partners wanted to attend the ‘community good parenting group’ but have been told that the group is for women only. The members queried whether the Practice was aware of any other parenting groups on the Island.

The PPG members were informed at today’s meeting that we are not aware of there being any parenting groups on the Island where both parents can attend. NR explained we can contact the CCG to highlight this issue. NR will look into this.

8. CQC Visit

NR informed the PPG members that we have had a recent CQC visit. The overall result was 'Good'. The final report should be published by next week and the report will be accessible via our website for patients to read.

9. Patient Comment

A patient comment was sent to us yesterday by email to share with the PPG. The patient explained how happy they were after seeing a locum GP, who made them feel at ease regarding a delicate matter. The patient explained it was the first time they had booked an appointment online, and it worked out well and they will use the service again.

10. Your thoughts and ideas to continue further improvements for the year 2019

The PPG members have agreed they would like us to improve on the following:

Enhance screening awareness – To invite patients for screening at practice level. Practice is to look into actively inviting eligible patients for prostate cancer screening. To make eligible male patients aware and offer tests accordingly.

Did not attends (DNA) – Continue to tackle DNA's

Promotion of healthy lifestyle – Direct patients to appropriate community care available. The Practice team is to do this in collaboration with the Healthy Island Partnership.

Access - Online Access uptake e-Consult. To increase uptake of online access to book appointments, order repeats, view medical records online. Encourage use of e-Consults.

11. AOB

Bin Area - PPG member said they have recently noticed a lot of black bags on top of the bins. They are not sure if the dustbin cleaners have been taking the bins on time or if there was a delay in bin collection. NR will check and deal as necessary.

One member wanted to raise a personal topic which was declined by the group as not being within the scope of the meeting. However, after further discussion the other members present, agreed that, in the wider context, it was appropriate to minute the learning elements of a case involving the time frame and rationale for HIV testing.

As a result of a delayed diagnosis of HIV a few years ago the Practice instigated the following:-

- Testing would take place in all circumstance where HIV could be a possible factor. This to be regardless of there being a much more likely explanation for the patient's symptoms, and doctors to use this case as a learning tool.
- Even if not highlighted as significant by the hospital team, all clinical references in their incoming letters to be READ coded.*
- Those doctors with a direct involvement included it in their annual performance appraisal

* This was occurring in the wider context anyway, with hospital letters being coded and transmitted electronically.

Summary

Priority Areas of improvement for 2019

- Focus on enhancing screening awareness.
- Continue to focus on tackling to reduce DNA.
- Continue promotion of healthy lifestyle community care group.
- Access – to increase Online Access uptake. Encourage patients to use e-Consult.

Next PPG meeting – Date to be confirmed.

