**PRACTICE PARTICIPATION MEETING MINUTES**

**Monday 23rd September 2019**

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| **Name**  | **Initials** | **Attended** | **Apology** |
| Gill Wright (PM) | GW | BD21301_ |  |
| Eileen Day (Reception/Admin) | ED | BD21301_ |  |
| Brenda Bartlett (Patient) | BB |  | BD21301_ |
| Rebecca Clark (Patient) - Chair | RC | BD21301_ |  |
| Brenda Potter (Patient) | BP | BD21301_ |  |
| Roger Sweet (Patient)  | RS |  | BD21301_ |
| Zena-Marie Sherman (Patient) - Secretary | ZS |  BD21301_ |  |
| Lara Akpojiyovwi (Patient) | LA |  | BD21301_ |
| Judith Bryan (Patient) | JB |  |  BD21301_ |
| Nicola Clark (Patient) | NC |  | BD21301_ |
| Kenneth Smith (Patient) | KS |  | BD21301_ |
| David Smith (Patient) | DS |  | BD21301_ |
| Ian Parkin (Patient) | IP | BD21301_ |  |
| Joanna Clark (Patient) | JC | BD21301_ |  |
| James Legg (Patient) | JL | BD21301_ |  |

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| **No.** | **Item** |
| **1** |  **Welcome & Apologies*** As noted above
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| **2** | Minutes of the last meeting agreed as accurate. Copies emailed and given to group. |
| **3** | No actions from last meeting |
| **4** | **Staff Changes*** Dr Chudha is retiring officially at the end of September 2019 – “*After over 25 years of working as a GP in Blackfriars, Dr Chudha will no longer be seeing patients clinically at the practice from the end of September 2019. He will be retiring from the practice and we are sure that, like us, you will all want to wish him good luck for the future.*
* *Dr Chudha has been the head of the practice and it was his hard work and effort that saw the establishment of this medical practice. His guidance and support will be sorely missed by everyone who has worked here with him”.* A retirement book is in reception for anyone to leave a message for him and any cards or presents will be passed on to him.
* Both Dr Banerjee and Dr Brilliant are leaving mid-October to go on maternity leave for up to 1 year. Dr Elena Fadini and Dr Amy Hutton will be covering the maternity leave.
* We have a new receptionist Karen Pallen who has replaced Alex who herself left through pregnancy.
* Pamela Dockerill has retired after 20 years service with the practice and left us at the end of August 2019.
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| **5** |  **National Patient Survey Results 2019*** GW printed out the patient national survey results to show how well the practice had done overall, which was better than the local and national average on each question.
* 91% find it easy to get through to this GP practice by phone (Local 69%/National 68%)
* 92% find the receptionists at this GP practice helpful (Local 89%/National 89%)
* 67% are satisfied with the general practice appointment times available (Local 60%/National 65%)
* 65% usually get to see or speak to their preferred GP when they would like to (Local 43%/National 48%)
* 87% were offered a choice of appointment when they last tried to make a general practice appointment (Local 66%/National 62%)
* 81% were satisfied with the type of appointment they were offered (Local 65%/National 74%)
* 98% took the appointment they were offered (Local 92%/National 94%)
* 79% describe their experience of making an appointment as good (Local 60%/National 67%)
* 70% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment (Local 67%/National 69%)
* 93% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment (Local 83%/National 87%)
* 99% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment (Local 87%/National 89%)
* 95% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment (Local 84%/National 87%)
* 99% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment (local 91%/National 93%)
* 97% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment (Local 94%/National 95%)
* 91% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment (Local 81%/National 86%)
* 98% felt their needs were met during their last general practice appointment (Local 94%/National 94%)
* 74% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions (local 72%/National 78%)
* 97% describe their overall experience of this gp practice as good (Local 79%/National 83%)
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| **6** | **Trial of 15 minute appointments*** We are always looking at our processes and reviewing our access and we have started trailing 15 minute appointments in the afternoon doctor sessions. We are only trying 1 session per day per doctor. We will trial for about 3 months and value your feedback. RC thought that this sounded like a good idea and would keep us updated on any feedback she gets from other PPG members and patients.
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| **7** | **Commissioning (CCG)** * A meeting in July which was a Southwark wide event to discuss the CCG System Reform which is about the merger of the 6 SE London CCGs into one organisation in line with NHS reform to establish Integrated Care Systems (ICS). .
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| **8** |  **NAPP** Bulletin/Virtual PPG Group The latest NAPP bulletin and was given to PPG members.  The E-bulletin for August was distributed to the group. All previous bulletins can  be found at the following website: [http://www.napp.org.uk/latestebulletins.html](https://web.nhs.net/OWA/redir.aspx?SURL=m8Ij5U_sYu9dgwHns61yifMLMfwjO3A3UdFYBnki3inh4BOajjrSCGgAdAB0AHAAOgAvAC8AdwB3AHcALgBuAGEAcABwAC4AbwByAGcALgB1AGsALwBsAGEAdABlAHMAdABlAGIAdQBsAGwAZQB0AGkAbgBzAC4AaAB0AG0AbAA.&URL=http%3a%2f%2fwww.napp.org.uk%2flatestebulletins.html)  |
| **9** | * **Patient feedback**
* **FFT in June = 39 responses; 32 extremely likely; 3 likely; 1 neither likely or unlikely, 1 Unlikely, 1 extremely unlikely, 1 Don’t know**
* **FFT in July = 123 responses; 96 extremely likely; 22 likely; 0 neither likely or unlikely, 0 extremely unlikely, 5 Unlikely; 0 don’t know**
* **FFT in August = 167 responses, 124 extremely likely; 22 likely; 8 neither likely or unlikely; 11 unlikely; 1 extremely unlikely; 1 don’t know**
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| **10** |  **AoB*** A Saturday Flu Clinic will be held here at the practice on Saturday 16th November to run from 9am – 12noon. It will be only booked appointments – no walk-ins.
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**Proposed Date of next meeting:– Monday 16th December 2019 - TBC**