

## **Hurley Patient Participation Group Steering Committee**

Minutes of the Steering Committee on

**Thursday 13 September 2018 at 10.00 am**

Hurley Clinic Conference Room

**Present:** Priscilla Barnes, Dilys Cossey, Cortina Henderson  
**Hurley Clinic:** Dr Satinder Kumar, Claudette Wright and Pam Elliott

Minutes

1. **Minutes of the meeting of 22<sup>nd</sup> March 2018 and matters arising:**
2. **Hurley Clinic developments: update.** Pam Elliott/Dr Kumar reported on staff update; other developments current waiting times for appointments remains an issue and fluctuates. We are getting a few more regular locums by December, including, some past staff GPs. GPs have been struggling with the amount of work versus paperwork and we have put in various mechanisms to alleviate the burden of administrative paperwork. New Partner, Dr Gavin McColl will be joining us in December on Thursdays and Fridays.

PPG members felt that patients were losing faith in accessing a regular GP as continuing of care and is of very high importance. PE/SK indicated that we aim to get and maintain consistently returning locums to overcome issues of continuity of care. They explained the work expected of locums and that we were seeking to find and maintain having familiar locums to help maintain quality of care and continuity.

CH raised her concerns about how she was treated by a locum GP. PE advised her to put it in writing as she wants to ensure that quality of care is paramount. DC was concerned that if locum GPs cannot provide the basic needs of our patient then they should receive a formal warning. This was noted and SK assured the PPG members that governance and quality are part and parcel of locum management within the group.

It was suggested that we change the way we tell patient that their telephone appointments are booked. Instead of giving them a specific time we should say the GP would now call morning or afternoon (within specific range of hours). This is because patients are waiting by their phone as GPs are unable to commit to the time slots as there is always so much to do.

Plans are in action to recruit a Practice Operations Manager to replace part of PE's role. The first round of interviews was unsuccessful and a second advert is being placed. PE will continue with the post until it is filled then will work on strategic management in the clinic, and on other areas for the Hurley Group.

3. **Communications with patients:** use of texting system. PE says that we can no longer use the texting system for communication with patients for non-direct

clinical care issues which would obviously include PPG meetings, events and the patient survey as these were deemed as 'marketing'. PPG members felt this was a real blow as there was no other reliable method of contacting patients.

PB to contact Dr Ross Dyer-Smith (HG Data Protection Officer) to find a solution as to how we are able to send patients the survey via SMS.

4. **Recent and future activities:**

1. The Advance care planning event on 31/5/18 was not well attended but Verena still has funding until the end of the year so hopefully we might be able to repeat.
2. Mental Health event was postponed because of getting speakers. Now to hold on 18<sup>th</sup> September 5.30-7.00. Dr Sean Ross to be invited to attend as speaker.
3. Warm and Well event – Dilys to apply to via Age Concern for funding.
4. **AGM meeting:** 26<sup>th</sup> November 2018 from 18.00-20.00pm

Dilys and Christine organised a healthy living event on 23 July that as usual got a good response. They seem always to be worth repeating. There is also the follow-up continence event to consider. Noted

5. **CCG Patient survey:** Noted our performance on the survey that looked at performance across the Lambeth CCG practices. PE and SK went through the survey and reviewed how we fared against local averages. They discussed issues around patient expectation and perceptions, plus the impact of having a longer than usual wait for appointments. This does have an impact on how patients see the performance of the surgery in general. However noted as earlier the steps being taken to bolster continuity and attract a team recurring locums that patients were familiar with, as this would certainly alleviate the problems recently faced. Will update the PPG at the next meeting with regard to doctors appointments.

SK and PB will be meeting on the 12<sup>th</sup> September to revise the questionnaire. We still did not come to any decision as to how we were going forward to make patient aware to the survey.

6. **PPG Network and Local Care Network.** Not much change from previous reports but it all keeps going, although the performance of individual practices with their PPGs remains patchy. The CCG has agreed to fund the Network for a further year but other sources of funding for specific projects are being considered. The regular bi-monthly Network meetings continue to be pretty well-attended and provided good opportunities for PPGs to share experiences and information.

7. **Date of next meeting.** 15<sup>th</sup> November 2018 at 10.00am in the Hurley Clinic Conference Room