

THE SELHURST MEDICAL CENTRE

DR R DABO BM, MRCP

The Selhurst
Medical Centre
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Meeting Agenda 16th December 2015

1. Welcome New members
2. Updates from the PPG meeting held on the 15th Sep 2015
3. Getting local patients taking part in light exercise and listening to health promotion and awareness talks- **Sylvarani Nair-BME Mental Health (older adults)Community Development Worker**
4. Suggestions from PPG members

Attendees:

Representing Patient: C. Richardson, Mr E Imbeah, Mr S Ghafoor and Mr L Hicks

Representing Practice: Dr R Dabo & Sam Ramkumar (Practice Manager)

Discussion 16th December 2015	Discussed by
<p>New members Mr S.Ghafoor and Mr L.Hicks were welcomed and introduced to our Patient Participation Group members.</p> <p>One regular member Mr Patel advised the Practice that because of personal commitment he would not be able to attend the meetings in the future.</p>	PM
<p>Updates from the PPG meeting held on the 15th Sep 2015 and follow ups:</p> <p>The use of the Accident and Emergency department during In-Core hours (when the practice is open)</p> <p>The Croydon CCG (Clinical Commissioning Group) advised the practice that A&E attendances for the practice were increased compared to the same reporting period in 2014.</p> <p>It was suggested that the Walk in Centre be used instead of A&E for minor problems. A posted was created by the Practice Manger advising patient of the Walk in Centre, this posted is in the waiting room at the practice.</p> <p>The PPG members spoke about DNA (Did not attend appointments)</p> <p>The Practice currently sends appointments/ reminder to patients via SMS.</p> <p>One member suggested that the SMS has an option where by patients can reply if the appointment is no longer require. The Practice Manger advised the SMS service does not have this option.</p>	PM
<p>Walk and Talk</p> <p>Discussed with our members of getting local patients taking part in light exercise and listening to health promotion and awareness talks. The PPG members liked the idea however for the talk the practice would not be the ideal location as there would not be any free room available. Mrs. C Richardson recommended the Trinity Court; the Practice Manger will get in contact to find out whether we can use their room.</p> <p>The walk is for about 15minutes followed by the talk which would be about health and lifestyle awareness.</p>	Sylvarani Nair
<p>Suggestion from the PPG members</p> <p>One member suggested a ticketing system for Urgent appointments on the</p>	

day as sometimes the tone from reception when calling patient for the GP can be low at times. This will be discussed at the next Practice Staff Meeting in Dec 2015.

DNA (Did not attend)appointments

PPG members felt strongly that the practice has a lot of DNA's and that patient needs to contact the practice if their booked appointment is no longer needed.

The practice noticed that the Nurse is always fully booked however on the days she can have more than 5 DNA appointments.

DNA(Did not attend) appointments for the GP and Practice Nurse for 2015:

In January 2015, 64 DNA
In February 2015, 58 DNA
In March 2015, 68 DNA
In April 2015, 48 DNA
In May 2015, 56 DNA
In June 2015, 61 DNA
In July 2015 ,71 DNA
In August 2015, 44 DNA
In September 2015, 80 DNA
In October 2015, 90 DNA
In November 2015, 72 DNA
In December 2015, 46 DNA as of 21st Dec 2015.

TOTAL : 1015 DNA APPOINTMENTS

Appointments for the year 2015:

Dr Dabo:

Total number of patients seen :

Jan 563
Feb 603
Mar 755
Apr 644
May 598
Jun 613
Jul 594
Aug 367
Sep 694
Oct 708
Nov 691
Dec 519

Total 7349

Parent Population: Currently registered regular patients

Report Name: Appointments Dr Dabo

Relative Date: 16-Dec-2015 11:13

Patient Count: 2950

Practice Nurse- Rosita Tongol

Total number of patients seen :

Jan 236

Feb 210

Mar 215

Apr 195

May 184

Jun 181

Jul 242

Aug 215

Sep 220

Oct 366

Nov 248

Dec 149

Total 2661

Parent Population: Currently registered regular patients

Report Name: Appointments Nurse

Relative Date: 16-Dec-2015 11:14