

## **THE SELHURST MEDICAL CENTRE**

**DR R DABO BM, MRCP**

**The Selhurst  
Medical Centre  
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### **Meeting Agenda – 26<sup>th</sup> November 2014**

1. Electing Roles in group
2. Patient Survey
3. Friends and Family Test
4. National Association of PPG
5. Recruitment of new members
6. AOB

# THE SELHURST MEDICAL CENTRE

Patient Participation Group  
Meeting Minutes - 26<sup>th</sup> November 2014

## Attendees

Representing Patient: Ms N. Kalsi, Mrs C Richardson , Mr Y Patel, Mr E Imbeah  
Representing Practice: Dr R Dabo & Adama Ceesay (Practice Manager)

## Electing Chairperson

PM asked if a member within the group can offer to be the chairperson of the group. The chairperson role is to organise and chair PPG meetings. PPG members preferred that PM continue the role of chairperson.

## Patient Survey

150 patients participated in the survey. We discussed and analysed the survey, and key areas for improvement were identified.

Things patients feel we do particularly well:

**97% patient surveyed felt Dr RD was friendly and welcoming and 96% of patient surveyed felt Dr gave excellent service.**

Key Areas Identified for Improvement	Action By
<p><b>Promote online Services &amp; EPS</b> PPG members were very happy with the online services and were pleased that 10% of patients surveyed made their appointment online. PM is to update Practice Registration form so new patients have the option to select the online services they want.</p> <p>PPG members to help advertise online service in local public areas.</p> <p>PPG agreed that practice should implement the service that allows patients to access medical records online service as 55% patients in survey wanted to have this service.</p>	PPG & PM
<p><b>Reduce waiting time</b> Practice to introduce new system of bringing patients with urgent appointments in shifts. There will be 3 blocks of urgent appointments and patients will be told to come in at 10.30, 11.30 or 12.30. This will cut down the waiting time for patients with urgent appointments. Previously, all patients with urgent appointment were told to come in at 10.30 and often patients will wait for over an hour to see the Dr.</p>	PM
<p><b>Appointment availability</b> Practice to introduce text message service to remind patients of</p>	PM

<p>appointments. We hope this will help to help cut down DNA rates. In addition it will remind patients to call in and cancel appointments they are unable to attend so appointment times are not wasted.</p> <p>Practice to put up monthly poster showing number of DNAs to inform patients of DNA rates.</p>	
<p><b>Improve Practice Nurse rating and Receptionist care</b></p> <p>Practice to continue to provide training for Reception staff to improve responsiveness to patients.</p> <p>PN to be invited to PPG meetings and events. We hope that if she interacts with patients in informal settings, patient will warm up to her.</p>	PM
<p><b>Improve PPG communications with patient population</b></p> <p>PPG to start quarterly newsletters. The newsletters will be available on the website and distributed in the practice.</p>	PPG

#### Friends and family test

PPG to support practice in promoting FFT to patients. PM to send out FFT business cards to PPG and they will distribute it out locally.

#### National Association of PPG

PPG to look into joining National Association of PPG so they can use their wide range of resources to support their activities.

#### Recruitment of new members

PPG looking for new members to join group. PM to advertise this on website and waiting room. Also PPG to look into starting virtual PPG so members can meet remotely.

#### Open meetings

PPG plan to have an open meetings in February and June on COPD/ smoking. Dr to also give talk on avoiding unplanned admissions.