

THE SELHURST MEDICAL CENTRE

DR R DABO BM, MRCP

**The Selhurst
Medical Centre
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Meeting Agenda 15th March 2016

1. Updates from the PPG meeting held on the 16th Dec 2015
Discuss moving forward with Walk and Talk
2. Discuss results from Friends and Family test and recent Survey
3. Changes to Patient Online access from 1st April 2016
4. Suggestions from PPG members

Attendees:

Representing Patient: C. Richardson, Mr E Imbeah, Mr S Ghafoor and Mr L Hicks
2 Other members could not make the meeting

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

Discussion 15th March 2015	Discussed by
<p>Updates from the PPG(Patient Participation Group) meeting held on the 15th December 2015 :</p> <p>The use of the Accident and Emergency department during In-Core hours (when the practice is open) The Croydon CCG (Clinical Commissioning Group) advised the practice that there was a reduction in A&E attendances within the last quarter (Oct- Dec 2015) for the practice.</p> <p>The practice had taken new measures where by an inappropriate A&E attendances received from CUH (Croydon University Hospital) are recorded and these patients are sent a letter explaining the use of A&E and other alternatives to A&E during core hours.</p>	PM
<p>Walk and Talk</p> <p>The Selhurst Medical Centre along with Croydon BME is currently organizing a walk and talk which will be for approximately 8 weeks.</p> <p>The walk is for about 15minutes followed by the talk which would be about health and lifestyle awareness on Diabetes, Cancer and Nutrition.</p> <p>The Selhurst Children Centre will be used for the talk.</p> <p>The PPG members are currently organizing people to become walk leads; training will be provided by Croydon BME. Mr. S Ghafoor offered his time to become a walk lead.</p> <p>The practice is hoping to start the Walk and Talk in June 2016.</p>	PM, Dr. Dabo and PPG members

<p>Discuss results from Friends and Family test and recent Survey.</p> <p>The practice took part in the Friends and Family test 2015/2016 The results were shared with the PPG members, and it was noted most patients would recommend the Selhurst Medical Centre to other. Results were posted on the practice website.</p> <p>The practice also carried out a survey where patients were asked to complete a questionnaire when they visited the practice to see either the GP or the Nurse.</p> <p>The survey focused on: How appointments were made and the preferred method of booking an appointment; the majority of patients (56% of the total number of questionnaire completed) would like to book via telephone and 30% would like to book using the online access.</p> <p>It was also noted that 45% of the total number of questionnaire completed waited 20 minutes or more to see the GP. The practice has a system for on the day urgent appointments where by patients are asked to come and sit and wait in sessions we hope this will reduce waiting time for urgent appointments booked on the day.</p> <p>Overall patients were satisfied with their consultation and felt the GP listened and they were involved in decisions about their care.</p> <p>Everyone that completed the questionnaire found the practice website informative. Our repeat prescription services was rated very good overall.</p> <p>The practice currently has a mixed population with a list size of 2573</p> <p>Appointments with the GP and Practice Nurse for 2016:</p> <p><u>Dr Dabo- GP</u> Jan 2016- 583 patients were seen Feb 2016- 621 patients were seen March 2016- 427 patients were seen as of 15th March 2016.</p> <p><u>Rosita Tongol- Nurse</u> Jan 2016- 180 patients were seen Feb 2016- 292 patients were seen March 2016- 125 patients were seen as of 15th March 2015.</p>	<p>PM</p>

<p>Changes to Patient Online Access</p> <p>From 1st April patients can view the Medical records online if they wish this will only be coded information and not free text done by the GP or nurse or third party information.</p> <p>Currently patients with Patient Online access can book an appointment online, request repeat medications and view their immunisations and allergies history. Please notes patients currently registered for Online access will not have access to their medical records. This will need to be requested.</p> <p>If a patient wishes to have access to their medical records they will be required to complete a form which is available on the practice website or at reception. A proof of address and ID is required for this process.</p>	<p>PM, Dr. Dabo</p>
<p>Suggestion from PPG members:</p> <p>Mr S Ghafoor asked about the availability of telephone consultations, he mentioned that the next available telephone consultation with the GP may only be available within a few days.</p> <p>Dr Dabo advised the PPG members that there are limited amount of telephone consultations per day and per week as she usually has to attend meetings regularly which is done between morning and afternoon surgery.</p> <p>Currently Dr Dabo sends text messages to patients once she received any abnormal results. Any urgent results received Dr. Dabo would contact the patients directly.</p> <p>Dr Dabo also mentioned many telephone consultations that are pre booked are usually for extension of sick notes, letters and patients not feeling well. However the practice will review how and why telephone consultations are booked in the future.</p> <p>Receptionist:</p> <p>Mr S Ghafoor also mentioned about offering additional training for receptionist staff; on flexibility.</p> <p>Overall he was satisfied with the services from the receptionists.</p> <p>Practice manager will arrange additional training as required.</p>	