



Selhurst Medical Centre

Tuesday 12th July 2016

Patient Participation Minutes

Attendees

Dr R Dabo - Principle GP
Tori Edwards – Practice Manager

Representing patients:

Carol Richardson
Peter Edwards
Steven Wells
Shahid Ghafoor

Agenda

CQC Report Feedback
Staff Changes
Walk & Talk
Surgery Garden
AOB

CQC Feedback

Dr Dabo has now received the report from the inspection that took place in May from the Care Quality Commissioners (CQC)

The representatives from the CQC look at whether the services the practice offer are:

- Safe
- Effective
- Caring
- Responsive
- Well-led

The practice was rated with **GOOD** in areas of being Safe, Effective, Caring and being Well-led

The practice received a rating of **OUTSTANDING** for the area of being Responsive to our patient needs

The inspectors spent the day with us and spoke to patients and gathered information from staff and looked at the practice record keeping.

On the day three of our wonderful PPG members very kindly gave up some of their time to support the practice and give feedback on the services and care they received. So a HUGE thank you to them for everyone here at the practice.

We aim to achieve outstanding in more or all areas next time!!



Selhurst Medical Centre

Practice & Staff Changes

The practice has seen some staff changes in the last six months or so and we took the opportunity to discuss these and welcome the new members of staff.

We say fairwell to:
Samanthani Ramkumar Practice Manger
Srijana Dewan Receptionist

And we welcome

Tori Edwards as the new Practice Manager

We are currently recruiting for another member of the reception team

Walk & Talk

The Selhurst Medical Centre along with Croydon BME is currently organizing a walk and talk for patients.

The walk is for about 15minutes followed by the talk which could be about health and lifestyle awareness on Diabetes, Cancer and Nutrition, TBC

The Selhurst Children Centre will be used for the talk.

The practice is hoping to start the Walk and Talk in August 2016.

Three of the members of the PPG are willing to help lead the walkers on the short route to the centre for the talk.

More information to follow

Surgery Garden

The practice has recently bought a bench for the practice garden which will be a memorial bench for patients when they pass away; the practice will honor each patient with a small engraved disc with their initials on to remember them by.

The practice and the PPG group would also like to find a way to develop the garden area at the back of the surgery; some suggestions were to develop it as a sensory garden or have some vegetables growing in raised beds to allow access for all, with involvement from patients to initiate and maintain the area.

Tori has found an application pack from Croydon Council to apply for some funding which SMC and the PPG will work together to apply for.



Selhurst Medical Centre

AOB

The members of the PPG group also raised points about the practice which were:

- **The amount of online appointments being offered**

The practice has looked into the amount of appointments being offered and although the amount of appointments being offered online has not changed the amount of patients that now register for online access has increased.

We will look at increasing the amount of appointments available for online booking

- **The PPG would like to know if there is a problem with patients not attending booked appointments without letting the practice know**

On request of the PPG the practice has carried out an audit of appointments that patients have not attended in the three months previous to the meeting and found there were 191 missed appointments in this timeframe.

We have now advertised this information in the waiting room and it will be on the practice website shortly.

When a patient misses an appointment we now write to each one and inform them they have missed their appointment and let the patient know the amount of missed appointments in the previous three months at the surgery (Please note this is not a warning just a way of raising awareness)

The practice will look at the text reminder service and see if there is a way to ensure the reminders are being sent out in appropriate timings

- **Blood Test awareness**

Blood tests were also raised as the PPG group would like clarification if you can have your blood test done at the hospital as well as the practice – The practice confirmed you can choose whatever works best for you.

- **AMS digital screen in the waiting room**

This screen should update with the current waiting times for the doctor, however it is not confirmed whether this is still giving the right information. The PPG group thought it might be helpful to either:

Update the screen more frequently

Inform patients on arrival to the current wait time

- **The PPG group also asked if there were any plans to refresh the interior of the practice?**

The practice is currently looking in to obtaining quotes for this and should hopefully be undergoing a facelift in the next few months.



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