

PPG Meeting minutes – 2 Sep 16

Attendees: Ann Smith (AS)
Jill Morris (JM)
Robert Gurd (RG)
Kathleen Murphy (KM)
Emma Hayter (EH)
Susan Gurney (SG)
Moir Black (MB)
Jean Rowe (JR)
David Jenkins (DJ)

Sangeeta Kathuria (Manager and Chair of meeting) (SK)

Apologies: Brian Anderton
Dean Austin
Alison Watson (AW)
Owen Grainger (OG)
Anne Copp (AC)
Roisin Holden (RH)
Susie Sinclair (SS)
Jane Denton (JD)

Thank you for all the members who were able to attend the meeting this evening. We introduced many new members, some of which were present and some who sent in their apologies.

We then proceeded to discuss the following items on the agenda

NEW MEMBERS OF STAFF AT THE SURGERY

Sangeeta spoke to the members about the numerous changes this year with the staffing situation. She explained that Lorraine the receptionist left at the beginning of the year to pursue her ambitions to work more in the clinical area and was replaced temporarily by Aneet. Aneet left after 5 months, looking for more full time work and since July, we have employed a new receptionist Poppy who is currently in house at present and is being trained up. We have also taken on board a new nurse called Sarah for Monday mornings and due to the fact that Noko our permanent nurse has dropped a Tuesday of surgery, we have also taken on a phlebotomist on Wednesday mornings from 8 – 12 (only to take blood tests and BP checks). We now have quite a varied team of nurse clinical staff with a variety of appointments and sessions. Sarah covers the Monday from 9 – 12.30, Gurpreet the phlebotomist covers Wednesday morning 8 -12.00 and Noko cover Thursday 8 – 8 and Friday 8 – 4pm. We hope this will give more options to patients for booking their appointments.

Sangeeta also reminded the members that since last year September, the Acton Health Centre has been holding clinics for blood tests on a daily basis. The members felt however that the reception staff needs to make this information more available to patients as many members still did not know about this service. Below are the lists of timings for the clinics for the members who are not aware. Blood tests are performed using the blood form that is printed and given to the patient on request and it's a walk in service. The members mentioned that this also needs to be advertised more to let patients know that it is available as a service.

Walk-in Clinic Name	Clinic Address	Mon	Tues	Weds	Thurs	Fri
Acton Health Centre	Church Road, Acton, London, W3 8QE	8.30-12.30	8.30-12.30, 12.30-16.15	8.30-12.30	8.30-12.30, 12.30-16.15	8.30-12.30, 12.30-16.15

BIKE STANDS

Sangeeta spoke to the members about the rejection received from Ealing Council to put up bike stands in the front of the surgery for patient use, as many more patients bike in to their appointments and have requested this. Sangeeta received an email (see snapshot below) from Ealing Council to advise her that there was no funding available in the budget for the bike stands for the surgery.

JM stated that she would be able to put in a word for us at the Word Forum meeting this week and will update us on this situation.

The email received from Ealing Council is below.

Russell Roberts <RobertsRu@ealing.gov.uk>
You replied to this message on 09/08/2016 14:51.
Sent: Tue 09/08/2016 14:44
To: 'sangeeta kathuria'
Cc: TransportPlanningService

Dear Sangeeta,

Thank you for your email requesting cycle parking. However, our current budget allocation for cycle parking has been fully used so I will have to add your request to our list of locations to await our next allocation of budget.

Thank you again for your interest in promoting active travel.

Yours sincerely,

Russell Roberts
Principal Transport Planner
Transport Planning Service
(Winner – Excellence in Cycling and Walking and Most Effective Road Safety, Traffic Management & Enforcement Project, London Transport Awards 2016, Transport Authority of the Year, National Transport Awards 2015, Innovative Transport City, Transport Innovation and Deployment for Europe Award 2015)
LB Ealing
020 8825 9430

INR TESTING IN SURGERY

Sangeeta talked to the members about the possible introduction of specialised INR testing (blood testing and monitoring for patients on Warfarin in house) in a couple of months. Currently we have patients who we refer to our neighbouring practices for INR testing e.g. Hillcrest and Crown Street Surgery. However many patients have enquired if the service could be provided by the surgery for monitoring at least.

Sangeeta has been in liaison with the Ealing Commission Group and we have been able to get a machine loaned to us to do the testing and have had two GPs and our main nurse trained on this area to ensure we are ready to offer the service.

We hope that in another two months at least we will be able to start doing blood tests for the patients who we monitor for INR anticoagulation and only refer patient who need to be started on the drug for the first time. Sangeeta will update the patients on this once it starts.

NEW TV INFO SCREEN

We have managed to secure the fitting of a new TV screen in the waiting room of the surgery and will be using this for two areas. The first would be to call patients to their consultation room when they have an appointment as opposed to the old tannoy system or the GP coming out to receive the patient. The second use is for live streamed news about the happenings in the surgery.

Sangeeta is going to be receiving training on Tues 6 Sep for the ways to use the TV to give out news to all the patients in real time. This will be used to update patients on policies, appointments, clinics, surgeries and many other useful areas which are often missed by patients when they come in.

The members felt that a notice needs to be put in the surgery to advise patients to be aware that their name will be flashed on the screen to tell them to go to their room for their appointment, as many patients are not aware of this. Also the members enquired if messages such as any waiting times and delays in consultation times can be put on the TV for patients to know how long they have to wait. Sangeeta is going to look into this matter.

PAEDIATRIC SERVICES IN EALING HOSPITAL

Sangeeta explained about the new paediatric services that have been implemented at Ealing Hospital for the children who need to be seen urgently on the same day but do not need to go in to A&E. A child can be referred by the GP at the time of the appointment if the GP feels that they need to have consultant input and they would call and speak to a Consultant by phone to do a referral. These are for serious illnesses only and the child will not be seen without a GP consultation with the service beforehand. The members felt that this service again needs to be advertised and patients need to be informed that this is happening especially as it concerns children. The members agreed that this is a very good service and can help many parents who can get quite distressed when their child is unwell. A snapshot is below highlighting the process for this. This is only available at the moment at Ealing hospital but there may be a possibility to become available at the Hammersmith or

Charing Cross at some point if deemed necessary. They currently have a children's ambulatory unit in place anyway.

Ealing Hospital Paediatric Rapid Access Clinic - Factsheet

Open Monday to Friday 11am to 3pm

Tel: 020 8967 5866 / 020 8967 5867

The new consultant-led Rapid Access Clinic ("RAC") is now open. GPs are able to refer any sick child they feel needs to be seen by a specialist quickly, but does not require treatment in A&E, to the clinic.

Goals of the RAC Clinic

- Immediate paediatric guidance to enable ongoing care in the community
- Clinical review of non-acute paediatric patients in an alternative setting to A&E
- Provide access to senior paediatric opinion
- Support relationships and learning for GPs and Paediatricians

Which patients are appropriate for this service?

In line with NICE Traffic Light System (see over page) for identifying serious illness:

- Green: accepted
- Amber: discretionary

Which patients are NOT appropriate for this service?

- No red flag / high risk features as per NICE Traffic Light System
- No surgical presentations
- No trauma and orthopaedic presentations
- No children requiring a period of observation

REMEMBER:

- The RAC is **not** a walk-in service
- Referrals are **only accepted for clinical assessment once the GP has had a clinical discussion with the paediatrician**
- The service will not accept children, even with a GP letter, without prior clinical discussion with the paediatrician

PLUS BUS SERVICE

Sangeeta explained to the members that since the beginning of the year we have had a new voluntary service running for the surgeries in Acton called Plus Bus. This is a bus service which helps to bring patients to their appointments in to the surgery or anywhere else in the community only, and back home. The patient appointment has to be booked by reception 24 hours before the day of the appointment so that the route can be planned in line with other patients at other surgeries. It's a non-paid service for appointments but patients who have mobility issues or transport issues can also use the service for personal use by paying for it. Sangeeta has attached an information sheet about this to the email.

NEW CLEANING SERVICES

Sangeeta explained to the members that the surgery has appointed the services of a new cleaning company that have started in March this year and are more focussed on the infection control parts of cleanliness. She hopes that they will bring up the standard of cleanliness at the surgery.

AOB

Sangeeta then opened the discussion to the members to discuss other matters of concern.

- The seating was once again a source of discussion. The members are unanimous in their feelings about the discomfort in the window seating area and have requested to have something done about this. Suggestions include getting rid of the entire seating area and putting in chairs. Sangeeta has promised to get some quotes for this for the members and see what can be done. The carpet was also discussed and commented on due to its grubby look. Sangeeta said she would be looking into this too.
- A member requested to look into the possibility of Skype consultations. Sangeeta spoke of the issues related to patient confidentiality for this in case others are present in the room when the consultation takes place. It has been suggested that this be discussed with the GPs and a pilot be put in place to see if it would work.
- Online appointment systems – a member felt that online appointment booking was causing him a lot of problems with not being able to use this service. Sangeeta advised him that she has not had any other patients actively complain about this but she would ask reception to feedback to her to see if this is a problem with other patients. If so, she will speak to the software provider for a resolution. Sangeeta reiterated that nurse appts cannot go on the online system because the lengths of these appointments are generally different and patients would not know how long to book the appointments for.
- A member queried how the surgery practiced preventative medicine in the surgery i.e. she personally mentioned in her case that she has been advised by her consultant to have her cholesterol monitored, and feels that the surgery should send out invites or reminders for her to come in to have these and any other tests done. She also mentioned that she has a daughter who has asthma but has never been called in for an asthma check. Sangeeta has asked her to get in touch with her and give her daughter's name to check this as all patients with any specific major illnesses are on a register which is managed by Sangeeta. These includes diabetics, heart patients, COPD, asthma patients etc. Sangeeta mentioned to the members that she personally oversees that all the patients on chronic disease registers are invited to the surgery according to the checks they need but some members feel that more is needed in this area. Others felt that patients should take more responsibility for their check ups. Sangeeta will be discussing this at the next practice meeting.
- A member requested to find out if there would be any opportunities for patients to be seen for steroid injections. Sangeeta has said that she will look in to this with the GPs to see if anyone would like to be trained in this area or is trained to give these.
- Reception training was talked about by a member with regard to the test results. It was discussed that incorrect test results had been given to the patient or not conveyed correctly and this should not be really a

role of the reception staff. Sangeeta was in agreement that this is far too a responsible role for the receptionists to do and will be discussing this with the practice at the practice meeting on 9 Sep with a view to asking receptionists to stop disclosing the particulars of results. There is too much room for error.

- The members all felt that there is a lot of information to hand for patients however patients don't all necessarily have access to this. The request it to start ensuring that all the relevant important information that is useful for patients is imparted to them. This includes newsletters, appointment systems in place, the out of hour's booklet, information where to find the patient info folder in reception, and any other information. The best place to put this, suggested by the members is the TV screen. Sangeeta is going to try and see what she can and cannot put on the TV after her training session.

Next meeting is booked for Friday 27 Jan at 18.00.