

Akerman Medical Practice

Patient Participation Group Minutes

Date: 11th December 2014

Minutes Taken By: ~Neil Rodrigues

Item	Discussion & Decision
Latest form the Practice	<p>Dr Rodrigues has decided to leave the practice. We wish him the best of luck with future endeavours.</p> <p>The practice is recruiting to replace Dr Rodrigues as well as a Female GP</p> <p>Locality Federation, the 16 practice in the area have got together to form a federation called South East Lambeth Health Partnership. They are just in the process of creating an organisation structure but will soon have it up and running to provide a better experience.</p> <p>Sharing data – went through the differences between, summary care record – used by health care professionals , and care data – new government idea to better track prevalence on and other statistical data,</p> <p>MECS, Minor Eye Condition Scheme where anyone in Lambeth can go if they have an eye problem.</p> <p>We now have physiotherapy.</p>
Appointments	<p>Need to inform the patient more about weekend service, not everyone knows when we are open.</p> <p>Need more patient education on how the appointment system works and how it works to everyone's benefit</p> <p>Admin need to be more specific when booking patient regarding blood test, as patient worry when you tell them the doctor needs to talk to them about their bloods.</p> <p>Group brought up that not everyone is keen to talk their problems over the phone; patient can book appointments in advance. The practice cannot accommodate both the telephone triage and a walk in service.</p> <p>Craig McCleary went through system for missed calls</p> <p>Group said that the current system work and cannot accommodate everyone, change that the patient should not have to call back at 12 this keeps on going around in a circle, needs to change.</p>
Referrals	<p>Need to have better communications between services, unfortunately the GP can only refer to a service, to improve the service at the hospital or other service provider, the patient needs to talk to that service. Only if there is a safety risk the practice gets involved in what is happening at the provider service.</p>
Priority Areas	<p>Need the group to focus on three priority areas</p> <p>Appointments – as this is a key function how can this be improved, for patient satisfaction</p> <p>Communication – more communication is needed between the practice and the patients</p> <p>Service improvement – number of areas could be improved such as actual doctors consultations</p>
Friends and Family test	<p>New government initiative Friends and Family test where everyone is asked if they can leave feedback at least once a month if they deal with the surgery, it is completely optional.</p>
Arts in the building	<p>Arts project in the building, we have a number of arts related projects in the building for patient to drop in, knitting, wreath building to name two. There is also going to be a picture painted on the ground floor. Part of a Guys and St Thomas grant.</p>