

### Patient Participation Group Meeting

**Date:** Tuesday 26<sup>th</sup> September

**Time:** 18:00

**Venue:** Akerman Medical Practice

**Attended:** Derry Otu (DO); Noel Palmer (NP); Rosemary Akabwai (RA); Claudine Cornwall (CC); Ian Hughes (IH) Theresa Hughes (TH); Rakiatu Hamid (RH); Kate Webb (KW); Blessing Udonkang (BU); Ambesit Tekeste (AT); Zafar Shaikh (Akerman Reception Manager); (ZS) Dr Abdul Mukadam (AM); Dr Sam Chu (SC).

**Apologies:** Lisa Bainbridge; Bryony Conway; Michael Kearns & Eileen Kearns.

**Minute Taker:** Zafar Shaikh

Agenda Item	Topic Discussed	Attachment/ Supporting Information	Agenda Item Lead
1.	<b>Welcome and Introductions</b>	-	<b>ZS</b>
2.	<b>Review of Previous Meeting Minutes</b> ZS read all the previous meeting minutes. All members approved the minutes.		Members
<b>Declarations of Interest</b>			
3.	<b>Declaration of Interests – Agenda Items</b> 3.1 To elect chairperson and additional committee members. 3.2 Promoting Self-Care. 3.3 Travel Vaccinations and Anti-Malarial prescriptions being stopped by NHS Lambeth. 3.4 Practice survey results 3.5 Ideas on promoting patient access (online appointment booking, medication request) 3.6 Inappropriate phone calls from patients.  AOB	Attached	Members
<b>Agenda Items for Agreement</b>			
Agenda Item	Topic Discussed	Attachment/ Supporting Information	Agenda Item Lead
	<b>3.1 Chairperson Election and Additional Committee Members.</b> DO proposed that he should start of as the chairperson. His nomination was seconded by TH and IH. DO was elected unanimously as the Chairperson of Akerman Medical Practice PRPG.		<b>DO</b>
	<b>3.2 Promoting Self Care</b> AM explained to that due to recent cuts in budget for Primary Care, the NHS is requesting people to make use of other services like NHS 111 & Out of Hours (SELDOC) rather than going to A&E for non-urgent medical problems. Currently there are four HUBS		<b>AM</b>

	<p>located within Lambeth. Appointments are booked in by GP practices for patients with either a GP or Nurse. This is a national scheme which the government hopes would reduce unnecessary A &amp; E attendance. The HUBS operate from 12pm to 8pm Monday- Friday and 8am to 8 pm on weekends.</p> <p>It was suggested by DO that the reception staff should pro-actively offer HUB appointments to patients if there are no appointments available in the practice.</p> <p>The Health Authority also wanted to promote its website <a href="http://www.patient.co.uk">www.patient.co.uk</a> where symptoms can be checked online. The website provides authentic data, guidance and advice to patients. The website is maintained by the Department of Health and is regularly updated.</p>		
	<p><b>3.3 Travel vaccinations and anti-malarial prescriptions being stopped by NHS Lambeth</b></p> <p>It was recently circulated by LAMBETH CCG that surgeries will not be able to provide travel vaccinations and antimalarial medication on prescription. Akerman Medical Practice will still be providing travel vaccinations to our registered patients and will continue to do so in the near future.</p>		<b>ZS/AM</b>
	<p><b>3.4 Practice Survey Results</b></p> <p>Survey results – AM explained practice survey results carried out by the surgery and compared it with the NHS survey results (Mori Poll) (figures) available on Patient.co.uk. <a href="https://gp-patient.co.uk/PatientExperiences?practicecode=G85695">https://gp-patient.co.uk/PatientExperiences?practicecode=G85695</a>.</p> <p>According to website the practice has significantly lower numbers compared to in-house survey conducted by the practice. AM advised the lower figures are due to the fact that the national survey are done through post and the survey postal return is 16% of the total post sent. The in-house survey was provided to every single patient coming to surgery over a period of 10 days.</p> <p>Out of 129 questionnaires handed out to patients, 103 (80%) were completed and returned. 13 out of the 42 postal surveys were returned. The surgery performed considerably better than the NHS survey and scored more than 90% on every question.</p>		<b>AM</b>
	<p><b>3.5 Ideas on promoting patient access (online appointment booking, medication request)</b></p> <p>Online access for patients is a key area of performance indicator for NHS digital. This has been strongly promoted by the Health Authority. The Health Authority hopes this would lead patients to take control of their health. Subsequently the practice sent out text and email to patients informing them about these new services. The response was overwhelming. We have got more than 1200 patients who have expressed their interest in using these services. The practice has been working hard to keep up</p>		<b>ZS</b>

	<p>with demand. Texts and email were sent to all registered patients requesting to make avail of the services.</p> <p>The PPG members were also informed about Online Access being introduced as a part of new patient registration process.</p>		
	<p><b>3.6 Inappropriate Phone Calls from patients</b></p> <p>On an average the surgery gets more than 150 calls a day. More than 40% of the calls are not related to our surgery but for different services like Foot clinic, Dentistry, Health visitors, District Nurses, Midwives etc. This results in longer wait on the phone service for registered patients and in some cases the line being engaged.</p> <p>To counter the issue, the surgery has put in a message for the patient before they are transferred to reception/admin staff. The response to the message has been good. This has not remedied the issue entirely.</p> <p>When patients search online for any services related to Health Centre, the Akerman Medical Practice surgery name and number is displayed. This has resulted in confusion. PPG members were asked to suggest ways to counter the issue. RH came up with suggestion that the practice can have a separate bypass number which can be trialled by giving it out to selected group of patients (frequent users, patients having chronic disease and patients aged 65 years and over). AM agreed with the suggestion and the informed the members to discuss the bypass number in practice meeting before implementing it.</p>		<p><b>ZS/AM</b></p>
	<p>Next PRPG meeting to be scheduled for the 6<sup>th</sup> February, 2018          6 p.m.  <b>Venue:</b> Akerman Medical Practice</p>		



Akerman  
Medical  
Practice

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