



The Rushey Green
Group Practice

The Primary Care Centre, Hawstead Road, London SE6 4JH
Email: lewccg.g85633-general@nhs.net Tel: 020 7138 7150 Fax: 020 8690 7185
Text: 078 0000 9656 Follow us on twitter.com/RGgrouppractice Website address: www.rusheygreengp.org

DR JUDY CHEN MRS. GILL SULTAN DR ALBERTO FEBLES

ASSOCIATES: DR SAM SHAW-DR DAVID DAVIES- DR ANJA WILTON
PRACTICE NURSES: ANN ENRIGHT – YEMISI BROUGHTON – KEMI ODUMALA – STELLA ODESANYA

Patient Participation Group Meeting March 5th, 2015 7-8pm

Minutes

| 1. | Present Patricia Idusogie- Assistant Practice Manager –PPG Lead PPG Group MS,GW,MB,YB,JM,DM, ZB Apologies None | |
|----|--|-----------|
| 2. | Agenda Items Discussed: <ul style="list-style-type: none">• Welcome<ul style="list-style-type: none">- Nomination of new PPG Chairman- Notes from the Neighbourhood PPG Meeting attended by Don McCorkindale- Additional staff for reception- DNA results for January and February- PPG Meetings to be quarterly- Misc• Close | PI |
| 3. | Welcome PI welcomed the attendees. | |
| 4. | Nomination of a new PPG Chairman The group was reminded that we that we are still looking for someone to take on the position of the PPG Chairman/woman. The role of the chairman/woman was explained to the group. We are hoping that very soon we would get someone to take on this position. | PI,AS, MS |
| 5. | Notes form the Neighbourhood PPG meeting attended by Don. Unfortunately Don was not able to attend the meeting but attached is his summary from the meeting he attended. | DM |
| 6. | Additional Staff for reception | PI, DM JM |

| | <p>PI informed the group that we had interviewed some candidates for reception and we were looking at more staff for reception. DM had mentioned that there was not enough staff and he wanted to know what the ratio of reception staff to patients was. JM stated provided him with the FTE for the current reception staff and she explained that the population was increasing. JM reiterated that the increase of patients is the reason we were looking at more staff in reception. Judy also explained that the surgery was a busy one due to the dynamics of the population we serve. JM stated that the surgery dealt with a lot of vulnerable patients, a large number of drug and alcohol patients and also a growing younger family in the area which increases the demand for patients needing to be seen.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------|---|---------------|---------------|-----|------------|-----------|------|-----|-------|---------|------|-----|---------------|----------|------|-----|-------|----------|------|-----|-------|---------|------|-----|-------|----------|------|-----|-------|----|
| 7. | <p>DNA results for January and February PI informed the group that the DNA results were improving. More patients are notifying us by phone and email if they are unable to attend an appointment. PI also mentioned that she is still sending out weekly text messages to patients who failed to notify us and letters to those who do not have mobile number.</p> <p>The Month DNA results:</p> <table border="1"> <thead> <tr> <th>MONTH</th> <th>AVB APPTS</th> <th>DNA</th> <th>PERCENTAGE</th> </tr> </thead> <tbody> <tr> <td>SEPTEMBER</td> <td>5561</td> <td>434</td> <td>7.80%</td> </tr> <tr> <td>OCTOBER</td> <td>4970</td> <td>517</td> <td>10.40%</td> </tr> <tr> <td>NOVEMBER</td> <td>5137</td> <td>365</td> <td>7.10%</td> </tr> <tr> <td>DECEMBER</td> <td>5732</td> <td>388</td> <td>7.74%</td> </tr> <tr> <td>JANUARY</td> <td>4802</td> <td>332</td> <td>6.91%</td> </tr> <tr> <td>FEBRUARY</td> <td>4455</td> <td>312</td> <td>7.00%</td> </tr> </tbody> </table> | MONTH | AVB APPTS | DNA | PERCENTAGE | SEPTEMBER | 5561 | 434 | 7.80% | OCTOBER | 4970 | 517 | 10.40% | NOVEMBER | 5137 | 365 | 7.10% | DECEMBER | 5732 | 388 | 7.74% | JANUARY | 4802 | 332 | 6.91% | FEBRUARY | 4455 | 312 | 7.00% | PI |
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| 8. | <p>PPG meetings will now be held Quarterly The group was informed that the PPG meetings will now be held on quarterly basis and no longer monthly.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9. | <p>MISC Items The issue of the phone system was brought up by many of those present. JM explained that the phone system was inherited from the PCT and that we were doing all we could to ensure that the phone lines are work properly. We have had engineers test the phone lines. DM mentioned that when he tried to use the phone lines to book an appointment he got disconnected once he pressed option 2. DM also mentioned that when he tried to get his results he was also disconnected. PI stated that the options on the phone system would be looked at as a sense of urgency.</p> <p>DM also wanted to know more about the stability of the clinicians as he was aware that quite a few clinicians had moved on. JM stated that many of the clinicians had been with the surgery for many years and they were looking to move on to other things.</p> <p>MS stated that the message board that informs patients that the clinician is ready to see them should utilize more with messages. MS also mentioned that some of the messages on the board were not clear.</p> | JM, DM,PI, MS | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <p>Date of Next Meeting Tuesday June 9th, 2015 at 7.00pm-8pm</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |



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|----------|-------------------------------------|----|
| 05.03.01 | Having numbering for the rooms | PI |
| 05.03.02 | Show patients how to use the online | PI |
| 05.03.03 | The phone system | PI |
| 05.03.04 | Meeting dates for the year. | PI |