

THE RIVERSIDE PRACTICE

Patient Participation Group Meeting Minutes 13.11.2019 1-2pm

Present: Dr R Goel (Lead GP)
Dr Nila Mahendran (FY2 doctor)
Shumaina Begum (Reception)

PPG Members Attendees:

- SD

Apologies:

- PK
- EL

Agenda

- Review of Actions and minutes from March meeting
- 2019 MORI Patient Survey Results
- PPG funds
- AOB

Dr Goel gave a verbal update on the actions from the last meeting in March. The PPG are encouraged to give their input on what local services they would like to see in helping to shape them. The new local Primary Care Network called Hackney Downs started on 1st July 2019. This is made up of 7 local GP surgeries:

- The Riverside Practice
- Clapton Surgery
- Nightingale Practice
- Healy Medical Centre
- Elm Practice
- Rosewood Surgery
- Gadhvi Practice

The new services will include a pharmacist and social prescriber to work across our practices and interviews are ongoing. Riverside now offers late appointments at Healy Medical Centre on a Tuesday and Thursday and at Nightingale on a Saturday. Uptake has been more for nursing slots such as immunisations and smears.

Patients now can be booked in for dressings and blood tests at these local surgeries as well as at Riverside if more convenient.

2019 Mori Patient Survey

The results of the above patient survey conducted between January 2019 and March 2019 were presented and discussed. In total 457 patients were surveyed and 105 replied (23%). A copy is enclosed.

Where the practice scored above average:

Riverside	Last year	Hackney Average	National Average	Question
96%	97%	74%	68%	Of respondents find it easy to get through to this surgery by phone
93%	83%	70%	67%	Of respondents describe their experience of making an appointment as good
94%		69%	68%	Of respondents are satisfied with the general practice appointment times available

Overall when reviewing the results, the practice was stable or had improved on last year's results which was very encouraging.

Where the practice could improve:

Riverside	Hackney Average	National Average	Question
84%	84%	86%	Of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment
75%	74%	78%	Of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Agreed Actions:

- **Maintain the current good standards particularly re access and getting through on the phone.**
- **Ensure that clinician's signpost to the new social prescribing service in house which hopefully will have access to the new local directory of services that includes information on non-NHS services, such as social, legal, fitness, housing and the voluntary sector.**
- **Continue screening for mental health issues as these are more common when a patient has a long-term health problem. The clinicians have had training on this in 2019.**

PPG Funds

Dr Goel introduced some possible use of money provided to each practice by City & Hackney CCG for 2019/2020. The total practice allocation is just under £5700. The suggested investment includes:

- Funding the new practice website (5-year cost £4000)
- New patient check in screen (£2100 and yearly license for 5 years £3600)
- Electrical repairs to provide new lighting to the entrance and front stairs £250)
- Repairs to central heating system (£1500)

Those present were happy with the above suggestions.

ACTIONS: PLEASE CAN THE PPG INFORM THE PRACTICE MANAGER IF THEY ARE NOT IN AGREEMENT WITH ANY OF THE ABOVE.

AOB

The new practice website is:

www.theriversidepractice-hackney.nhs.uk

Please give Hulya any feedback on ease of use and any comments or improvements.

Next Meeting

Proposed February /March 2020.