

# Minutes of PPG Meeting

Meeting at Morden Hill Surgery on Tuesday 26<sup>th</sup> June at 4.30pm

Present:

Patients attending

AP  
DS  
BD  
SP  
LC  
RMc  
VW  
EK  
LY  
JA

Staff attending

TC  
KW

TC chaired the meeting in the absence of the Chair (MC)

Update on issues concerning the surgery

## 1. Recruitment and training.

- It has been difficult to recruit nurses, so surgery is recruiting student nurses on an ad hoc basis.
- The new GP is involved in training GPs for Morden Hill
- Currently recruiting a GP to replace Dr Abraham who leaves at the beginning of August
- On the recent round of recruitment to the practice, no male doctors applied
- Caroline in reception is leaving.
- Atalia is back from maternity leave.
- Dr Gostling is the lead GP in the practice

## 2. Appointments system

- More patients are beginning to use and like the online appointments system.
- The phone system is frustrating as lines are open at 8am, although only for emergency 'on the day' appointments, and many patients are not yet aware of this. The daily quota of appointments that are for times other than 'on the day' are released to staff and online simultaneously at 9am and then at 9pm each day, 7 days a week.
- Everyone requesting an 'on the day' appointment is offered a call back by a doctor. 50% then go on to be offered an appointment.
- There have been very few complaints about the new appointments system. However, not everyone is happy with it, or indeed understands exactly how it works. Dr Gostling wrote a full letter of explanation to those who wrote to him and he is happy to share this with the Newsletter editor so that the key information is published and available to all patients. An

attendee at the meeting felt strongly that it would be appreciated if there was further clarification of how the system works.

- Some details of the system used in the practice were discussed and more information is to be provided to the Newsletter editor by TC or KW for the next edition of the newsletter. This includes
  - the use of text messages/alerts/requests for feedback on satisfaction with the surgery **You should receive a text following your appointment so you can give feedback on your experience**
  - the detailed text of the voicemail message. **Test results now available after 11am.**
  - the choice of press 1 or press 2 has also changed in that option 2 goes upstairs to enquiries and option 1 tells you where you are in the queue when calling to book an appointment. **Appointment bookings: 8–9am for emergency on the day appointment requests only. Routine appointment slots do not release until 9am so if you call between 8am and 9am for a routine appointment you will be asked to call back after 9am as the appointments are not released to the receptionists until 9am.**

### **3. Emis**

- There has been an upgrade to the EMIS online booking system and this has had some teething problems.
- Nurse appointments are not available to book online as nurses are specialists and appointments need to be directed to the relevant nurse specialist.
- There is a drop down box for telephone appointments.

### **4. Out of hours GP appointments and out of hours pharmacies**

- Appointments on Saturdays and Sundays:  
Available at Lewisham Hospital GP suite. Appointments via the surgery or via Seldoc
- Pharmacies:  
Zafash in Earls Court is open 24 hours  
Westberry's in Streatham closes at midnight

### **5. Pilot on AF continues**

- Patients are invited to have an ECG with one lead. This has successfully picked up patients with Atrial Fibrillation. There is no body contact needed for this, it is a device which is simply held between the patients thumbs.

### **6. Redecorating the practice**

- The decorators are currently painting the surgery and this is bound to mean some disruption. It is hoped to keep this inconvenience to a minimum.

### **7. Newsletter**

- The newsletter is put together four times a year. It is available to all patients as hard copy in reception or on the website. Every patient who has submitted an email address receives a copy as an attachment.

#### Priorities for the next Newsletter:

A). Appointments system (again)

B). Flu Jabs are to be split into two waves this year. Exact dates to be confirmed, but under 65s will be invited to attend in Sept and over 65s in October.

C). Cervical smears. The pilot has been extended to include Wed eve from

6.30–8.30pm as a pilot.

D). ECG Pilot. Mention it again

E). Surgery closed for staff training on 11th Oct 12.30–6.30pm

F). Last but certainly not least, appreciation of David Abraham's contribution to the practice, his professionalism and kindly manner to staff and patients alike. Wishing him health and happiness in his retirement.

**8). Next meeting Tues 11th September from 4.30–5.30pm. All patients welcome.**