

PPG MINUTES OF MEETING
SHEPHERDS BUSH MEDICAL CENTRE

DATE: 17th December 2019

Attendees:

Name	Position	Organisation
Dr HM	GP	SBMC
PD	Practice Manager	SBMC
AD	Administrator	SBMC
BD	PPG Member	SBMC
WD	PPG Member	SBMC
AG	PPG Member	SBMC
SG	PPG Member	SBMC
AP	PPG Member	SBMC
KP	PPG Member	SBMC

Apologies	Position	Reason

<u>Item</u>	<u>Agenda Item/ PPG Meeting</u>	<u>Action</u>
Welcome & Introduction	Dr HM welcomed all attendees and introduced himself and PD to all PPG members. All practice staff introduced themselves and explained their responsibilities in the Practice. Practice Manager welcomed everyone. All attendees welcomed the 1 st attendee Mr AG. HM will be chairing PPG meeting going forward. AD informed everyone that there is no fire drill planned for today and in event of alarm going off all attendees must leave the premises and walk to the assembly point located on Ingersoll Road near hardware shop.	AD agreed to take minutes of PPG Meeting.
Discussion of Ground Rules and Agreement	PD thanked everyone for attending today's meeting. She revisited ground rules of PPG as there was new member in attendance. PD also highlighted the purpose of the Patient	AD distributed printed out copies of Agenda to each member of PPG.

	<p>Participation Group (PPG) and how it can help improve services provided by the practice. PD introduced today's agenda.</p>	
<p>Update on ONLINE Services</p>	<p>PD updated members about promoting online access for the surgery. The practice is taking a part in the project which is aiming in easing off appointments. 80% appointments will be available to book online. There will be number of online consultations available with GP's. Elderly patients are given access to online services by linking their account with family member's records who is caring for them. PD informed PPG members that Hammersmith and Fulham borough has the highest use of online services in London. 8 out to 10 appointments are available for booking online. We can be proud that we are contributing to the success.</p>	
<p>ACCESS TO EMERGENCY APPOINTMENTS</p>	<p>Of note PD also reminded that Emergency appointments will be still available to book over the telephone. As per Triage guidance Receptionist will have to ask few question about patient's problem/ condition; the time frame and severity of the issue; to be able to appropriately sign post the patient. On the weekends and during the week days after 6:30PM patient can attend GP HUB Extended hours service run in The Cassidy Practice, Parkview Centres for Health.</p>	
<p>Update on DNA's</p>	<p>PD informed PPG members that we have acted on PPG's suggestions in the last meeting to re-sent an appointment reminder messages on the day to patients. Since then 20% drop in DNA's is observed.</p>	
<p>CQC VISIT OUTCOME</p>	<p>PD proudly updated PPG Members that we have received outcome of CQC inspection carried out in October 2019 which was published on 9th December 2019 and Shepherds Bush Medical Centre has received "GOOD" rating.</p>	

<p>PLANS/ PROJECTS FOR 2020</p>	<p>PD informed members of activity plans for 2020 to gather members view around it.</p> <ul style="list-style-type: none"> • <u>Gold Standard Framework</u>- surgery will be taking part in the project of advanced care for patients who are: elderly, frail, housebound or currently getting support as a part of “the end of life care”. • <u>Cervical screening</u> – The aim is to defeat cancer by increasing number of smear tests, spreading the knowledge about the cancer and its prevention. In January we will be holding cervical screening promotion week. We are welcoming ideas from all PPG Members and we are open for any suggestion on how to improve the number of tests. <p>Members agreed that both activity will improve patient care and should continue.</p>	
	<p>Dr HM thanked everyone for attending and invited everyone to the next meeting in March 2020.</p>	

Next Meeting Date: 24th March 2020 at 1.30pm