

## **Liberty Bridge Road Practice**

### **Patient Participation Group Meeting**

#### **Meeting Minutes**



Date: 10.02.2018

Attendees:

Patients LW, MS, AM, HA, JC

Sheila Connellan, Senior Business Manager

Sara Ibrahim, Senior Practice Operations Manager

Monique Defoe, Reception Representative

Ife Mona-Ogunlola, Clinical Pharmacist

Discussions:

**Introductions and welcome to new PPG member MS.**

**Review of last meetings minutes**

MacMillan coffee morning was very successful, raising £280.

LBRP Open day is still outstanding as it was difficult to organise a PPG meeting for preparations.

National health Campaign Schedule is still outstanding, dedicated meeting to be organised to discuss further. Sara to have list by next meeting.

Patient Calling System is working well and there have been no complaints so far. Patient HA suggested that the PCS repeats the patient's name and which room to go to as sometimes it disappears too quickly. Sara will look into the PCS settings.

Sara is working on a Business Case to change the telephone system via the Hurley Group as Newham CCG have not been able to take action and replace the inadequate system in place now.

**Changes at Liberty Bridge Road Practice**

- Sheila Connellan is the senior manager responsible for SLG and LBRP.
- The reception team have been split into building receptionists at main building reception and practice receptionists at the Second reception towards the back of the ground floor, closer to the consulting rooms and managers' office.

- Dr Lakshmi Raj will be returning in April, but it is still not clear how many sessions she will commit to.

## **Clinical pharmacist Introduction**

Ife introduced herself to the attendees and explained her role in the practice (clinical pharmacists in GP leaflet attached)

## **LBRP Open Day**

It was agreed that an open day would be beneficial to patients so that they can meet with staff and know about the services offered. It is also a great opportunity to recruit new PPG members.

Ife would like to hold a stall at this open day to introduce herself and explain her role within the practice. Ife would also like to explain to patients the new NHS England regulations which will be put in place so that some common medications, e.g. paracetamol, gluten free products and general creams, will not be prescribed by clinicians, but must be purchased over the counter.

It was suggested by attendees to have a health check stand run by one of the Nurses or Health Care Assistants where basic checks can be carried out.

In order to arrange this open day, it was agreed that members of the PPG and practice will have a dedicated meeting on 3<sup>rd</sup> March 2018 at 10:00am.

## **Patient Feedback**

Patients agreed that the service has improved and there are no significant concerns to discuss. Patients are happy with the triage system and the reception staff.

Sara explained that even though most patients seem to be pleased with the level of service, there are many negative reviews on NHS Choices which does not reflect this. Sara asked attendees to help raise awareness of NHS Choices to other patients so that they can review the practice services, rather than treating it as a forum for only complaints.

## **Information Governance Breach**

As part of our security vetting, we have identified a small number of asthma review invitations sent, in error, to the wrong person. There is only minimal detail involved, as we do not write out to patients with specific medical information. However, it was still a circumstance we would seek to avoid and we opened a Significant Event inquiry as soon as we became aware of the issue.

To date, we have identified the probable cause as being the system not recognising the break marker in a few letters that meant they attached to the previous one and were enveloped accordingly. We

have undertaken a full review of our process and are confident this was a one/off impacting around 40 of the thousands of letters we send out. As a result we now have even more spot checks to ensure we can be aware of a recurrence before they are mailed.

All patients involved in this incident, whether receiving extra letters or those whose letters were sent out incorrectly, have been contacted.

### **Any other Business**

- Signage on the building is inadequate and once in the building it is very difficult to find where to go. Sheila is purchasing a sign to be placed on the GP Practice reception and is working with NHS Property Services on signage for both the exterior and interior of the building.

### **Summary of Actions:**

<b>Action</b>	<b>Person Responsible</b>	<b>Time Frame</b>
<b>LBRP Open Day</b>	<b>PPG and Practice</b>	<b>Meeting 3<sup>rd</sup> March 2018, Event 1<sup>st</sup> week of April 2018</b>
<b>National Health Campaign</b>	<b>SI</b>	<b>By next PPG meeting</b>
<b>Improve interior and exterior Signage</b>	<b>SC</b>	<b>3 months</b>
<b>Change of Telephone System</b>	<b>SI and SC</b>	<b>December 2018</b>
<b>Optimise Patient Calling system settings</b>	<b>SI</b>	<b>1 month</b>