

Patient Participation Group Meeting Thursday 31st August 2023

Present: Dr Sarah Freedman (GP Partner) Dr Chris Allen (GP partner) Dr Zoe Allen (GP Registrar)
Jacquie O'Connor (Practice Manager) Stephen Pierre (Assistant Practice Manager)

Welcome and Thanks

Jacquie welcomed the attendees.

Royal College of Art

We are delighted that we are able to register students of the RCA from the start of term, they have campuses at South Kensington, Battersea and White City.

New Services

Over the last year we have been introducing additional services for our patients at the Health Centre

We have the following teams based here:

- Vincent Square Eating Disorder Team – for mild to moderate patients with eating disorders
- First Contact Physio – self referral services for patients with MSK issues
- Health Coach – offering wellbeing and lifestyle advice
- Clinical Pharmacist – auditing and reviewing patient's medications

Mental Health Services

In addition to our existing mental health team we have a whole time equivalent mental health nurses Kuda Kali and Fatimah Animashaun who undertake assessments, reviews and medication requests.

Psychiatry Services

The practice welcomes an additional part time psychiatrist to our team Dr Pamela Kaushal.

Student Workshops

We are offering over 20 workshops over the next academic year cover 12 topics offering an excellent recourse for improving performance and giving life skills.

Contraception Services

From 4th September, we are making changes for patients to be able to request oral contraception that has been initiated at this practice on-line. The patient will need to complete a questionnaire and a recent blood pressure and BMI reading.

IUCS / IUCD

Unfortunately, we are no longer offering this service to our patients, patient will now be referred to Victoria Medical Centre Kings College Health Centre.

Administration Changes

Over the past few months we have re-structured the administration team to improve response time for patients and streamline their enquiries. The team are now made up of Care Coordinators whom will be responsible for all front of house / telephone based enquiries and Patient Services Administrators that will be administration led, responding to emails and on-line enquiries.

Results of the Annual Survey

Over 10,000 messages were sent to our patients in August. We received nearly 4% in responses. The results are discussed at Partnership, Managerial, Clinical and Staff Meetings.

The areas that were above the national average were:

- Being able to get through on the telephone 87% found it easy the national average is 50% - we are hoping the changes and on-going training with our administration team will continue improve our patient experience.
- How helpful did you find the receptionists 89% of patients found our Coordinators helpful, the national average is 85%.
- How satisfied were patients with appointment waiting times 67% satisfied and 17% dissatisfied the national average is 53% satisfied and 26% dissatisfied.
- 77% of patients were satisfied with the appointment they were offered in compassion to the national average of 72%.
- 89% of patients felt the interaction with their doctor was good or very good and the national average is 84%.

Areas that were highlighted as areas we need to review that are below the national average:

- 63% found our website easy to navigate and the national average is 65% we will be discussing this with our PCN at the next board meeting and may change providers.
- When patient were no offered appointments 37% attended A&E – we have discussed this at partnership and clinical forums and will be auditing all A&E attendances and contacting patients for feedback.

A full summary of the survey is available on our website.

FFT Results

On average we received 90-95% positive feedback monthly with over 100 responses.

Improving Attendance at the PPG Meetings

- Email invites will be sent to RCA, RCM and IC welfare / student unions
- SMS reminders will be sent to patients
- Reminder sms to be sent to patients

Next Meeting Date 6th February 2024 @4.00pm

