

MINUTES FROM THE HAMPTON HILL MEDICAL CENTRE PPG MEETING 22/11/2022

Present: Dr Anjee Sekhon (HHMC Partner); Deborah Murphy (Practice Manager); Rosemarie Page (Operations Manager & PA to Practice Manager; Alison Young (PPG Chair); Chris Saul, June Collins, Robert Piper, Shara Ross (representatives from the PPG's Working Group)

COMPLAINTS AND PLAUDITS

- HHMC receives c30 formal complaints each year. It was suggested that these should be anonymised and summarised then shared with the PPG so that an impression could be gained of the reasons for complaints and then we could discuss any changes that have/could be made in order to prevent such complaints happening again – thus using them to improve patient (and staff) satisfaction by introducing beneficial changes.
- It was suggested that the method/s for raising a complaint are not clear (either on the website or in Reception). There is something on the website but it isn't easy to find (**needs to be looked at from the perspective of a patient and particularly a new user**) and while anyone raising a complaint at Reception is handed a leaflet on what to do, the PPG felt this should be also on the noticeboard for patients to read (this is particularly im
- The PPG would also like to hear more about praise that has been received!!! And that this should be summarised and published (anonymously) in Reception or the waiting room. Maybe have a regular 'positive and negative feedback' item on the PPG Agenda

RAISING A MATTER AT RECEPTION -There are times when a patient doesn't want to be overheard by the rest of the queue and it was suggested that **the option of a 'confidential room' should be made more obvious** (by a sign on that room's door and/or a sign on the desk). It was noted that staff already suggest using this room for some sensitive matters or if a patient becomes angry or rude.

ACCELERATING PATIENT ACCESS PROGRAMME

Patients now have full access to their medical records via the NHS website, but these will (a) only be records from 1/11/2022 (b) at present, won't include records from consultants or hospitals outside the SW London area (with some exceptions) and (c) won't be available if the information is likely to be harmful to the patient OR if they may be required to reveal the records to others while under duress (in other words, people with a 'safeguarding' label).

Patients **MUST** register for online access in order to see their records. The new facility, and how to access it, **needs to be advertised to patients** – in the Newsletter and on the Noticeboard. For example, do they need different log-ins for Patient Access and the NHS app? What can they see on each – and what is each to be used for?? Benefits will include:

- Improving patients' knowledge of their own health
- Remind patients what it was the medical practitioner said to them (including what they now need to do)
- Allows patients to see their results without having to call HHMC – and as soon as those results are received
- Reduces phone calls to HHMC as patients can access their own information

ENHANCED ACCESS SERVICE - HHMC patients have become used to being offered some out of hours/weekend appointments at Hampton Wick Surgery (part of our PCN/Primary Care Network) but in future there will be three new appointment 'hubs' that will cover extended hours – Essex House (in Barnes), Hampton Medical Centre and York Medical Practice (in Twickenham).

Unfortunately only Essex House is currently able to offer these appointments and while the other two hubs have been approved they are waiting for the necessary IT changes and CQC accreditation. Hampton Wick is continuing to offer some extra appointments to us, but on a limited scale. The point was made that Barnes isn't easy for HHMC patients to get to, especially on public transport, so we hope that the Hampton hub will be up and running ASAP.

NB the new hubs will be able to offer services such as out of hours phlebotomy, which will be very helpful!

BOOKING APPOINTMENTS

- The new online triage process is proving very helpful to many patients, who (depending on the professional assessment of their need) will be offered a telephone consultation or a face-to-face appointment as quickly as their medical condition requires, often on the same day and maybe quite soon after they submit their request.
- The information about the online process states that contact by HHMC will be made within 2 days, but in fact it's usually the same day – especially if the need is deemed to be urgent.
- Those who review the triage results are trained to look for any 'flags' that mean a patient is to be fast-tracked (age, key symptoms, past history, personal situation etc) and will also look at the patient's notes
- It's been reported that some practices have actually turned off their phones because they rely entirely on the online process, but HHMC definitely haven't done this as (although it can take quite a while to get through) they want to ensure that those who can't use the online triage (for whatever reason) can still make their appointment request to a real person.

NB HHMC has c9000 patients covered by c7 full-time-equivalent GPs. By using the online triage and/or the online booking service for less urgent requirements, patients are freeing up the HHMC phone lines for those who really HAVE to call the surgery!!!

NEWS FROM HHMC - HHMC has several new staff including a Care Co-ordinator and a Pharmacist Technician – it would be good if they could write a short piece for the next Newsletter. And there is a new Paramedic Service for acute and emergency matters and, maybe because of what is shown up in the online triage or reported to Reception, they can call the patient direct and decide what needs to happen next (which could be a visit)

OTHER MATTERS RAISED

- What should students do about registering with a GP when they go to Uni? – this will be a **topic in the next Newsletter** (and on the website??)
- Why do some patients get continual texts about having a vaccination when they've already had it? (Rosie to investigate)
- It still takes far too long for the phone to be answered eg 18 minutes when someone wanted to tell HHMC they would be late for their appointment – the PPG asked for feedback at the next meeting on the time taken to answer the phone etc. (analytics are available to HHMC)
- Please change the music played on the phone – needs to be dementia-friendly (ie gentle)

The meeting ended with an excellent tour of the HHMC behind-the-scenes premises, led by Debbie. We all agreed that these are Pleasant, Professional – and Pristine!!!!

Minutes by Alison Young, 29/11/2022