

## **BENHILL AND BELMONT GP CENTRE**

### **PATIENT PARTICIPATION GROUP MEETING HELD ON 22<sup>ND</sup> MARCH 2016**

Present: Alan Murray, Pam Goodwin, Sheila Kydd, Marion Wingrove

Janice Newman, Daniel Dawson-Taylor

In attendance: Dr J Croucher and Dawn Dodd (Practice Manager)

Apologies: Jack Hamilton

#### **1. Benhill and Belmont – Redevelopments**

Dr Croucher explained the redevelopments:

**Belmont** – the site was clear and the Surgery was now waiting for Sutton CCG Estates to give approval (after 1<sup>st</sup> April) .

The Patient Group agreed to support the surgery and each member agreed to sign a document in support of the changes at each of the surgeries.

Parking and transport were discussed.

**Benhill** – the plans for two new consulting rooms and improvements to the waiting area had been submitted but planning permission had been refused. An appeal was in course.

2. **Patient Reference Group** – Marion had attended the PRG and DD explained to those present the structure whereby a representative of each surgery attended the group who fed into the Sutton Commissioning Group. It was noted that the Board papers of Sutton CCG could be accessed by everyone.

The new patient passport for Sutton had been discussed and it was explained that this would allow St Helier (although not yet St Georges) to be able to see Patient records of allergies and medications and consultations at the point of care. **It was agreed that details of this and how to opt out/in would be put on prescriptions and on the website.**

3. **Anti-Biotic Prescribing** – Dr Croucher explained how the surgery was co-operating to try to reduce the use of Anti biotics in appropriate cases. In answer to a question, this was not for financial purposes but in order to ensure that Anti biotics, when used ,were effective.

#### **4. CCG 360 degree Stakeholder Survey 2015-16**

Dr Croucher sought patient views for input into the Survey:

- How Satisfied or dissatisfied are you with the steps taken by the CCG to engage with patients and the public?
- To what extent, if at all, do you feel the CCG has engaged with seldom heard groups?
- To what extent do you agree or disagree that CCG listens and acts on any concerns, complaints or issues that are raised, and

- Sought agreement or otherwise for the questions
- CCG's commissioning decisions are open and transparent to patients and the public are able to understand how decisions have been made if they want to
- Patients and the public have the opportunity to input into CCGs commissioning decisions.

The Patient Group responses were included on the survey.

#### **5. Serious Incidents and Complaints**

The surgery shared the Serious Incidents that had occurred over the last 9 months and the learning points that had arisen as a result. It was noted that these incidents were open and shared across the practice, at Practice Meetings, Staff and Receptionist Meetings. The Complaints from November 2015 until 16<sup>th</sup> March 2016 were shared.

#### **6. Patient Survey**

It was explained this was sent out from an organisation outside the surgery and benchmarked how the surgery performed on a range of topics against other local surgeries.

All items were above average or better especially those of listening to patients, involving them in decisions but correspondingly the waiting times were sometimes longer than would have been liked. The Practice Manager shared an action plan that was attempting to reduce waiting times by:-

- Blocks in the middle of surgeries to allow doctors to catch up
- Ensuring doctors, nurses and locums started on time.
- Dealing with only TWO issues at a time. One member of the group had attended with 13 issues and it was explained that this could increase waiting times significantly

It was advised that all doctors worked differently and required different solutions.

The meeting closed at 8.40pm.