

Patient Group Minutes HGP - 19th March 2019

Present: PC, DB, AK, EM, DR, RM, DS, SM & NK PPG chair for Clapham Park GP

Apologies: PCo, JC, H B-H, DH.

Introductions:

New Patient Group member EM and RM were introduced to the group.

New GP contract - GP networks

SM discussed the following:

- How individual local practices can enter into a network contract to form cluster group network.
- Both Hetherington and Pavilion have formed a cluster network with Clapham Park Group Practice.
- How investing in social prescribing will help community group who have one or more long-term conditions, those who need support with their mental health, are lonely or isolated or have other complex needs to overall help improve quality of life and emotional wellbeing.
- Better management of medicines
- Specialist services e.g. paediatricians

PG member had asked about joint working which linked in with the local network group discussion.

PG member also asked about the process of receiving blood test results.

SM went on to discuss the how test results can either be picked up via on-line access or via a telephone call.

Additionally:

- How the practice had a pathway in place for receiving and actioning electronic blood test results.
- How the practice may be trialling new text software which allows the GP to communicate with patients directly notifying of a normal result.

NK, Patient Group Chair for CPGP was introduced and asked what topics and interests the group had covered.

A few areas mentioned were as follows:

- Clinical groups within the surgery
- Various projects including walking events
- Appointment system
- Outreach events, e.g. asthma, COPD event, uncontrolled type 2 diabetes

Patient Survey 2018

SM discussed the patient survey results for Hetherington as follows:

Where patient experience is best

- 96% of respondents say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

Local (CCG) average: **85%**National average: **87%**

- 83% of respondents were satisfied with the type of appointment they were offered

Local (CCG) average: **74%**National average: **74%**

- 94% of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Local (CCG) average: **87%** National average: **87%**

Where patient experience could improve

These are the results for this practice that are the lowest compared to the CCG average.

- 62% of respondents were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: **72%** National average: **62%**

- 72% of respondents find it easy to get through to this GP practice by phone

Local (CCG) average: **76%**National average: **70%**

- 89% of respondents find the receptionists at this GP practice helpful

Local (CCG) average: **91%**National average: **90%**

other business

- We are arranging a joint cluster Carers Event to be held at the local Community Centre in June. DS, NK and CN are co-ordinating the event.
- DS To organise another bowls event in June/July
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Next meeting date, to be a joint cluster event in May, date tbc

