



STOCKWELL LODGE MEDICAL CENTRE

PPG MEETING 5 September 2017

PPG Members Present:-

John Skitt (JS)
Helen Rouse (HR)
Liz Trew (LT)
Barry Cressey (BC)
Mo Al Jabban (MAJ)

Staff Present:-

Dr Navina Sullivan (NS)
Dr Femi Idowu (FI)
Dr Marek Dobrowolski (MD)
Sherine Sallion (SS)
Reni Rozbicka (RR)

1) Apologies for Absence

Apologies received from Jean Gillespie, Sandrine Hassaine and Aks Patel.

2) Minutes of last meeting held on 18th July 2017

Minutes from the last meeting were approved by all.

3) Matters Arising

JS confirmed that he had written to the Mercury Newspaper in regard to the article that had been printed recently, and to date they had still not come back to him with a response.

4) Report from the Partners meeting with PPG reps on 1st August

FI, CC, SS, JS, HR and AP met on 1st August – it was a positive/progressive meeting where things were discussed in the open. The Action Plan was circulated as requested.

5) Report by PPG reps on the staff meetings attended

HR confirmed that she had attended the Reception meeting on 4th September, and that she thought it was a good meeting. NS led the meeting and wanted staff to talk freely.

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HR said that it was good to see so many staff members and reiterated that going forward we all need to work together. HR happy to attend a meeting once a month.

JS/HR suggested that a PPG member sit in the Reception meetings each week before the next PPG meeting, to observe and help where needed. The PPG member should just listen and give their feedback to NS or SS. Dates agreed where, BC on 11th September, MAJ on 18th September and LT on 25th September. NS mentioned that she didn't want the SLMC staff feel as if they were being watched or get upset by this, and SS/RR would inform staff in advance that PPG members were attending the weekly meetings for support. JS said that it is important for staff to see the PPG are actively supporting SLMC. FI confirmed that all staff were aware of the seriousness of our situation, and noted that it would be good for all our new staff to know we have support.

It was also agreed that PPG members would be able to move around the surgery to observe what goes on, especially in the Reception area (for approx. 1hr a week – unannounced). HR/LT to organise and give feedback to NS, or SS if she wasn't around.

LT mentioned that she had observed staff on the phone's, and that this area was showing a great deal of improvement.

FI told the group that the new appointment system was in place, and that we would be accommodating everyone. SS confirmed that staff would always know how look for an advanced booking, with 80% of appointments available on the day and 20% pre-bookable. FI advised that once full on the day, patients had the option of pre-bookables, online appointments or the E-Doctor would triage all enquiries and an appointment would be offered to a patient either that day, tomorrow or routine depending on the patients condition. There was no feedback to give the Group at this meeting, as the new system had only been operational for 2 days.

SS took this opportunity to show the PPG how the new appointment looks and works. A typical working day of the doctor was shown on screen to the members, and SS explained what each colour-coded slot/appointment meant i.e. GP preferred slots, recalls, online bookings etc. Once patients had been triaged by the E-Doctor and appointments given on that day, they would be placed into the green management slots to come in. If capacity was large on a particular day, the GPs have all agreed to see an extra 3 patients each that day in their own time. There is no spare time during the day, the GPs are working solidly to try and improve the surgery.

It was also mentioned that we are working very closely with Lex to ensure the patients are happy. AP has suggested that some SLMC staff come and work at the chemist for 2hrs at a time, to see how it works on the other side.

6) Consideration of the Action Plan/associated papers circulated to the PPG on 25/08/17

FI told all members that we were actively going through the plan regularly, and working closely together to make the surgery a better place.

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Points discussed as follows:-

- Cleanliness – regular meetings with the cleaning company and all toilets to be cleaned and doors shut regularly. There is also someone that comes in at the weekends to clean around the property.
- Window cleaner – comes in once a month.
- Uniforms for Reception staff are on order.
- 6 new practice administrators have been recruited / 2 x admin staff to be multi-skilled as Reception/HCA – NS to train.
- There has been a pay review amongst staff – SLMC are the highest paying surgery in the area.
- Staff appraisals to take place to discuss performance etc. Staff members are aware that a pay-rise is not guaranteed every year.
- Hand sanitisers available throughout the surgery.
- New baby-changing unit has arrived, just waiting for it to be installed.
- Benches in the small waiting room – unfortunately FI had to put a stop to this at the moment, but this will be dealt with in the future and new upholstery will be arranged.
- Cataract, Orthopaedic and Minor Surgery issues – it was agreed that GPs need to complete the forms for these procedures themselves.
- Warfarin and High Risk medication – NS confirmed that we are much more tighter on issuing these medications, and that we were ensuring patients were having their blood tests before being able to issue a full months worth of medication.
- We are currently getting our patients to complete FFT forms, for review by the CQC in January. These are real-time responses, for patient experience on the day.
- SLMC are currently advertising for 2 x doctors.

- FI/NS informed the group that Dr Davies had resigned. The Partners tried everything they could to get her to stay, but unfortunately they couldn't change her mind. SS showed the members a copy of the notes from her exit interview. HR said that it would be very sad to see her go, but to thank her on behalf of the PPG group for all her hard work over the years.

- NS also confirmed that Dr Kutty would be coming back to join us, as a Locum GP, and that she was hopeful that within 3months, we would be back up and running efficiently.

JS and the other PPG members agreed that this was a good Action Plan, but we needed to adhere to it and not be swayed. LT mentioned that it was good things were improving and the latest brief CQC report was promising.

The Partners, JS, JG and AP would next be meeting on 25th September at 2.30pm, with PPG members being able to discuss any issues.

The next Action Plan is due at the end of the month (29/9).

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7) Image of SLMC

SS reiterated again to the group that we now had 6 new members of staff. The uniforms are expected next week i.e. black trousers and white shirts. Name badges are also on order.

HR asked where our 2 boys were, and SS confirm that George is currently off on long-term sick leave, and the Chris now only works on a Saturday.

8) Staffing issues

This has already been discussed, and noted in the above points.

Any Other Business

JS mentioned that there were 2 patients who were showing an interest in joining the PPG, and he would invite them to a future meeting.

NS mentioned that Gosia had her baby recently, and would be back at SLMC in January.

(Meeting closed at 2.30pm)

The next meeting is to be held on Tuesday 3rd October 1pm (AGM and PPG).

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