

## **PATIENT FORUM MEETING – WEDNESDAY 16<sup>TH</sup> AUGUST, 2017**

### **Present:**

SE – Chair

DB

TR

Mandy Lawrence (Practice Manager)

### **Welcome**

SE welcomed those present to the meeting.

### **Apologies**

SB

LT

Dr Meena Krishnamurthy (Senior Partner)

### **Correspondence**

None.

ML confirmed she is forwarding items which she thought would be of interest to members via email and that there was a link to the Clinical Commissioning Group's (CCG) Patient and Public Involvement (PPI) newsletters on the practice website.

### **Update from the previous meeting**

**Review of practice complaints** – this is an agenda item.

**Leaflets advertising commercial products** – ML had looked into this and confirmed that these leaflets were not provided by the practice. There is a leaflet holder in the Cedar Practice part of the waiting area which does contain commercial leaflets and therefore it is likely this is where they originated from. ML confirmed that the waiting area and notice boards under the jurisdiction of the practice are checked on a weekly basis by a member of the reception team (and by ML herself regularly) and any commercial advertising is removed.

**Other members of the practice team attending meetings** – ML will endeavour to arrange this. **Action ML**

### **Staff changes**

ML advised of the following:

Dr Carmel Sher – will be leaving the partnership at the end of September

Dr Mareeni Raymond – will become a Partner on 1<sup>st</sup> October

Dr Nikhil Shah – will join the practice shortly as a salaried GP to “replace” Dr Raymond

Dr Gill Goldberg – is on maternity leave. Drs Anissa Pathan and Suki Shandrakopal (GP Registrars) will join the practice following the end of their respective placements with us as maternity cover salaried GP's

Leticia Onyemaechi – has returned from maternity leave; now working on a part-time basis

Adela Olukosi – will be leaving the practice mid-October

Dr Jane Miles – GP Registrar; is here on a 1 year placement

Dr Aliya Mustapha – GP Registrar; is here on a 1 year placement

A lengthy discussion ensued regarding staffing resources and finances. ML detailed the various funding streams available to the practice:

NHSE – GMS contract to provide the core services; these are mandatory with the exception of Out of Hours and Minor Surgery which practices can opt out of (the practice has opted out of these). This provides the main funding for the practice and is received monthly.

The following provide additional funding opportunities which the practice can sign up to; these are voluntary and do involve (substantial) additional work:

NHSE Direct Enhanced Services

CCG Contracts

Public Health Enhanced Services

GP Confederation Contracts

ML also advised that payment for services provided through the enhanced services/contracts can be erratic; the practice often receives the income several months after completion of the work and, in some instances, well into the following financial year.

### **Review of complaints 2016/17**

Members noted that several of the complaints related to reception staff. ML advised that some of these complaints related to temporary reception staff who were no longer at the practice. A discussion ensued about the difficulty the reception staff have in trying to meet patient expectations on occasions and that this can lead to complaints. ML advised that the practice has very worked hard to improve the service patients receive from reception staff and will continue to do so.

ML explained that complaints are discussed at the time of investigation and changes to procedures/improvements are made if deemed necessary. The practice team also review the complaints received on an annual basis.

ML explained that the practice also uses Significant Event Reporting to identify problems/issues and implement change where it is needed.

ML advised that all clinical issues relating to complaints are discussed with the clinician(s) concerned and that they are required to reflect on the issues highlighted and pick this up as part of their Personal Development Plan (PDP) in terms of learning/development.

Members were pleased to note that the number of compliments exceeded the number of complaints and subsequently confirmed they were happy that there were no areas of concern.

### **Chair – meeting on 15<sup>th</sup> November, 2017**

DB

### **AOB**

None.

**Date of next meeting – Wednesday 15<sup>th</sup> November, 2017**