

THE RIVERSIDE PRACTICE

Patient Participation Group Meeting 15.3.2023

Present:

Riverside Practice: Dr R Goel (GP), Ashish Davda (Practice Pharmacist), Stephen Freeman, Lowella Paderna (Receptionist)

PPG: MD, HM

Apologies: AJ, EL

Agenda

1. **Sign off December 2022 minutes**
2. **Care Opinion Feedback**
3. **Staff Update**
4. **PCN Update**
5. **AOB**
6. **Date of next meeting**

1. **The December PPG minutes were signed off**
2. **Care Opinion feedback**

RG summarized the feedback received over the last 11 months using our online feedback tool on the practice website called Care Opinion.

Positive feedback- 13 comments including:

- Efficient
- Felt looked after
- Good access
- Prompt reply to online request
- Felt listened to
- Friendly and caring
- Apologise when appropriate
- Pleasant nurse
- Excellent service

Improvement needed- 4 comments, which have been actioned and discussed within the practice to listen and learn:

- Experience at their smear test
- Not getting a reply to an email request

- An FP69 deduction and the patient was not aware they would be deducted by the NHS

Actions: To continue listening and learning and maintaining our good service

3. Staff Update

The practice has a new practice pharmacist Mrs Din, who works 3 mornings a week as well as Ashish. We also have 2 new receptionists, who joined last summer.

The PPG fed back that they had had a positive experience when having consultations with the additional practice staff such as the pharmacist and first contact physio.

4. PCN update

RG updated that as well as extra in house services within our PCN patients are also able to access other services at community pharmacies, a local optician and other local GP surgeries.

- Community pharmacy consultation service- the practice staff will navigate suitable patients to this service and the pharmacist normally contacts the patient the same day and notifies the GP of the outcome by email which is added to the patient record
- Minor Eye service- patients can book at Rose optician on 0208 985 1971 for common eye conditions which are not an eye emergency.
- Community pharmacies can offer a BP check and 24 hour BP check, if referred by the GP
- Social prescribing and care coordination also bookable at the practice
- Extended hours appointments for GP, nurse and HCA appointments at local surgeries also in E5

Action: How to ensure patients are aware of the range of in house and PCN services on offer.

5. AOB

HM- suggested

- Promoting a feedback week when we could promote patient feedback such as the friends and family test
- A practice bulletin to summarise the new services and updates and this could be posted with this year's flu invitation letters to over 65 patients, and sent electronically by text message and added to the practice website

MD- fed back that some patients may need help booking their blood test at Homerton as this is now by appointment only.

Actions agreed:

- To discuss a practice bulletin in our June meeting that can be sent to patients and its content
- To help patients book their blood tests if needed and also continue offering blood tests at the Riverside Practice, especially for frail and elderly patients

6. Next meeting

June 2023.