# CASSIDY MEDICAL CENTRE

# PPG Meeting, 22 February 2019

(Minutes of the meeting taken and typed by Kathryn Burgess Harcourt)

# WELCOME AND INTRODUTION: Abu, Acting Practice Manager

# Aims and goals of PPG

# Discussion with regard to any participant’s interest in chairing the meeting, and perhaps the PPG going forward. A patient who has been part of a previous PPG at Cassidy suggested that Abu chair this meeting to start the process.

# INTRODUCTIONS AND FEEDBACK: patients introduced themselves and gave a brief overview of their experiences at Cassidy Medical Centre, their expectations of the PPG (if any) and gave feedback and constructive criticism.

**POSTIVE FEEDBACK:**

* Receptionists supportive and helpful (a number of patients stated this)
* Administration and reception going from strength to strength; Marie is very empathetic and helpful to older patient
* Doctors are patient and kind
* 26-year-old patient feels supported, no complaints, successful for phoning in in time to make same-day appointment
* Satisfied and feel that doctors really care (several noted this)
* Patient since 2010 is grateful
* Generally very positive feedback about the staff; doctors, nurses and reception staff.

**SUGGESTIONS:**

Communication was noted as a crucially important topic to help improve services and care:

* joined-up medical network between Cassidy, hospitals, services for different demographics (i.e. AGE UK)
* involve patients and practitioners from the community to make available information on alternative and holistic practices (i.e. massage therapy, nutritionists)
* non-intrusive alternatives
* poly-pharmacy information (cumulative effect of multiple medicines)

Newsletter (very well-received by Abu and patients):

* Cassidy to produce newsletter to update patients, introduce new staff members, answer questions, give information about the services available within the community as well as at the practice
* newsletters can be emailed to most patients, posted by request, by text providing a link to the Cassidy website, made available in printed form in the surgery and be displayed in a large format in the waiting room

- TOPICS:

- meet the new Lead Doctor (photo and bio)

- do you have a topic for the next newsletter?

- feature a community service/facility (i.e. Maggie’s)

- surgery focus (i.e. SMEAR test awareness)

*Cassidy Medical Centre PPG Meeting, continued . . .*

Community outreach (very popular subject):

* age-related community outreach
* what older patient services are available?
* information about places such as the Maggie centre in Charing Cross - what services do they offer? Website address.
* Cancer patient outreach
* ‘elder isolation’ – practice assists in writing letters to get help for depression and other afflictions related to this
* regularly scheduled events which provide patients with advice (as per the last Open Day)

- include carers; AGE UK, etc. to come in to give information

- include other practitioners as above and below (i.e. nutritionists, etc.)

PPG Meetings:

* Doctors take turns attending PPG meetings
* Chair of PPG should come from within Cassidy staff
* ask community practitioners/patients who are have related skills/jobs to come in and speak for a few minutes on their goods, services and facilities

Surgery-related suggestions/comments:

* age-related community outreach; what older patient services are available?
* Assist patients in registering for online services whilst at the surgery
* Same day appointments more readily available and not just at 8.00am, as some people are unable to sit by the phone at 7.59am (e.g. on their way to work, etc.)
* allaying patient fears; making doctors more accessible, approachable; establishing rapport between doctor and patient; gaining confidence in staff members
* acknowledging how busy reception is, patients would like to see the office staff deployed/organised so that receptionists have more time to listen

**UPDATES TO CASSIDY MEDICAL CENTRE**: Abu

* new lead doctor who will be available most weekdays
* new staff coming, including a pharmacist (Full time? There is one now?)
* discussion about eliminating ‘weekend plus’ due to budget restrictions
* - there will be a public consultation regarding the proposed change to hours/location of ‘weekend plus’ surgeries
* - Cassidy will notify patients of the details of the consultation

**FOCUS OF SURGERY MOVING FORWARD:**

* SMEAR test awareness
* Diabetes awareness
* Prostate cancer awareness (patient’s suggestion)

**NEXT MEETING**: 3 months time; Abu to text several date and time options to members.