

PPG Minutes

Date: July 26th April 2017

Time: 17.30 – 18.30

Surgery group room

Attendees: 2 patients

Staff attended: Susie Hannah, Claris Quartey-Papafio & Dr Susannah Solaiman

Times of PPG

In response to the requests of our Patients who cannot attend meetings during Mon - Fri 9am to 5pm, we scheduled a rotating meeting itinerary which included weekday lunch time, week day evening and Saturday morning. Unfortunately, the week day evening meetings are not well attended, there was a discussion between Harford Health Centre and the Patients in attendance on what other efforts could be made to increase attendance to the weekday evening meetings or do we decided to suspend them temporarily and continue with the weekday lunch time and Saturday morning meetings. Patients present at the meeting did acknowledge that it is not fair for staff to stay behind and conduct meetings outside of working hours.

CQC Report



Harford Health Centre
Quality Report

115 Harford Street
London
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Website: www.harfordhealthcentre.nhs.uk

Date of inspection visit: 11 May 2017
Date of publication: 26/06/2017

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this service	Good	●
Are services safe?	Good	●
Are services effective?	Good	●
Are services caring?	Good	●
Are services responsive to people's needs?	Good	●
Are services well-led?	Good	●

We want to thank all our patients that gave their feedback on the CQC Feedback cards, the inspection on the 11th of May went very well. The above image is provides the summary of the outcome report.

Here is a brief explanation of the different areas that the practice was inspected on:

Are Services safe?	The practice has an effective system for reporting and recording significant events, lessons are shared to make sure action is taken to improve safety in the practice. Patients are informed when things go wrong as soon as practicable. Practice has clear and defined systems embedded in place. Staff is able to demonstrate their understanding on safeguarding children and vulnerable adults relevant to their role.
Are Services effective?	Data from Quality and Outcomes Framework needs to compare to local and national averages. Clinical audits need to demonstrate quality improvement. Staff are equipped with skills and knowledge to deliver effective care and treatment. Staff appraisal and personal development plans are in place. End of life care is delivered in a coordinated way.
Are Services Caring?	Get feedback from patients that are present on the day of the CQC visit. Information for patients about services in the practice is accessible in the surgery and on website and newsletter. Maintaining patient and information confidentiality.
Are Services responsive to people's needs?	Is the practice able to understand the population profile and needs. Does practice have good facilities and equipment to treat patients and meet their needs?
Are Services well led?	Does the practice have a vision and strategy to deliver high quality care and promote good outcomes for patients? Leadership structure should be clear in the organisation and staff to feel supported by management. Process and procedures to govern activity and be made aware of safety incidents.

You can view the full report on the practice website on <http://www.harfordhealthcentre.nhs.uk/> at the bottom of the home page.

Did Not Attend (DNA)

We have had a reduction of over 50% in our Did Not Attend (DNA) rate from last April 2017. It was 14% and now it is down to 5%. We have managed to bring this figure down by:

- Texting back the word CANCEL to an appointment reminder.
- Sending out DNA letters to patients
- Promoting our SMS appointment cancellation service on the website.

Thank you to every one for their consideration and cooperation. We as a practice would still like to meet the national average DNA rate of 4% or even lower.

Our next aim is to reduce Nursing appointment DNA's. This will allow more nursing appointments to be available for dressing change, long term condition follow ups and other nursing appointments. We want to continue to reach out to patients to cancel their appointments if they cannot make it at least 48 hours before so that the appointment slots can still be used, this can also improve our access.

Patient satisfaction Survey

Thank you to all who filled in a patient survey, and for the wonderful feedback despite the practice being understaffed. We appreciate all the feedback we have received; the patient survey questions do reflect the questions on the National GP survey website, in which the CQC analyse the data, so with our Patient Satisfaction Survey we can use it also as results from patient feedback.

We have also listened to the patients and increased our interpreting services. We now have the following languages on the following days:

	AM	PM
Mondays	Bengali	NONE
Tuesdays	Bengali	Somali
Wednesdays	Somali	NONE
Thursdays	NONE	NONE
Fridays	Bengali & Somali	NONE

Our next PPG meeting will be on held on **Thursday 5th October 2017 at 11:30am, to be held in the surgery's Group room.**

We would like to hear what topics you want to discuss. You can send your suggestions to our practice email harfordhealthcentre@nhs.net. We will select the top 3 common topics and send out the agenda and an invite to the next meeting.