PPG: 16th March

Barnali to open: Thanks everyone for coming.

Last meeting we spoke about:

NHS choices: we need your input to where we can take the practice.
Patient access: Check your blood test results online. These are all coming with the new patient access update.

March: There is an increase of Desmond referrals. Staffs are here to help. Foster and Maria are ringing patients to help them follow up their hospital appointments.

Doctor: EPS point of view, patient access- you can see your documents, clinical codes, blood test results. All Live.

Wait in process: Junior doctors are going on strike. Hospital appointments are getting cancelled. Staff can chase it up but the hospital needs to re-book the appointment.

Denying items: Patient may want something but doctors/ staff are saying no. Some more explanation & reassurance may be needed. It was mentioned that sometimes the pharmacy may have an item or a brand of item but the doctor/ staff have said no to that. This is due to the NHS guidelines for prescribing. The NHS may not want to issue a medication/ dressing of a certain brand. This may be due to costs or availability.

Desmond: There is an increase of Desmond referrals within the borough. For this reason the hospitals are seeing limited patients and some patients are being placed on a waiting list. Now that communication has improved, patients are being referred more but there are still back logs.

Suggestion from Patient: Improve the surgery

A big banner to be placed outside or a board outside or a plaque.

C&B- we book appointments, hospitals are not accepting the letters. If the first preference is not available the second choice is chosen. Patients can phone up the hospital and see if they can receive an earlier appointment.

Lady Doctor: At the moment she is on locum. The lady doctor is easier to talk to regarding female problems. Doctor is happy that the patients are seeing the lady doctor. Doctor has no objections. They both do the same job. It is in the interest of the patient, who they want to see. The doctors are working well together.

Feedback from Patients regarding:

Bigger health centres: Some patients want a bigger surgery with more facilities but they are not always seeing the same doctor. Spur Road Surgery is lucky that it is a family run practice. Staffs are caring for patients. No arguments here.

Hospital Care: Homerton never bothered to bring the hypertension doctor to see a patient while in hospital. Sometimes it's better to change the hospital.