

PERRY PARK AND KINGSDALE MEDICLA CENTRE

PATIENT PARTICIPATION GROUP

Minutes of meeting held on Thursday 1st March 2018 at Perry Park Medical Centre

Present: Mrs Rita Cotterell
Mr Tony Cotterell
Mr Mike Nash
Ms Lyn Pallett – Practice Manager
Ms Vanessa Day – Minutes

1. Apologies: Roger Wooldridge
Janet Summers
Simon Hammond
Andy Knapp
Jack Foxall
2. LP apologised that the minutes of the last meeting of the 6th June 2017 were not available.
3. LP updated members on the CCG PPG meeting held on the 22nd June 2017 which Simon Hammond attended. The purpose of the meeting was for PPG patient representatives from across the CCG area to come together to identify challenges, share success stories and look at solutions to problems.

In terms of structure of PPGs, it would appear that other groups have a very different structure. The accepted best practice is that patient representatives take on the role of chairperson and secretary, thereby giving them the role of directing and managing the PPG on behalf of patients.

SH felt that a structure such as this is truly moving towards placing patients at the heart of the work undertaken on behalf of the practice. This would simply require a vote at the next meeting to elect a chairperson and secretary. The Practice Manager would be in attendance, but does not take on a formal role.

Meetings held bi-monthly seem to be the norm, which provides a reasonable gap between meetings and enable work to be done in the meantime.

All other PPGs have a GP in attendance at most meetings, which is something that needs to be addressed within our PPG.

MN felt the group was not representative of the patients registered and had also been disappointed that a GP had not been able to attend meetings more often.

There had also been a number of minor issues raised relating to the pharmacy and they had been asked to attend a meeting but this had never transpired. LP said that if there were issues relating to the pharmacy that needed to be addressed they should be invited to a future meeting, as well as a pharmacist from Kingsdale.

Other issues raised, such as how does the PPG interact with other patients to get their views, were discussed. This would be an agenda item for a future meeting.

LP suggested that SH's suggestions be circulated to members to get their views ready for the next meeting. ACTION: VMD.

4. Future Events. LP updated members on the staffing structure and had now appointed two receptionist/administrators: one for Perry Park Surgery and one for Kingsdale Surgery. Part of their role would involve calling in patients for reviews.

Another element of their role would involve managing patient notice boards. Each Practice would have three notice boards; one relating to how well we are doing following the CQC visit, such as how many DNA's there are each month. The second will display local support organisations in the area and the third will focus on the national drive, such as flu jab updates.

Both Practices will become part of a wider group of practices and the proposal is they will become a partnership. This is the proposal put forward by NHS England in their 5 Year Plan. The partnership will consist of several groups of GP Practices and they will make decisions collectively on the development of primary patient care. Each partnership will need a population of at least 40,000 patients. PPS/KDS will become part of the Sutton Group of Practices. The partnership may be constituted as a Federation, but each Practice would have its own identity, but the main contract in relation to the work undertaken will be controlled centrally by representatives from each Practice. The PPG will be updated at the next meeting.

Drs Mr and Mrs Arora are set to retire this year. It is planned they will retire officially in June 2018. LP is hoping for a decision on this soon so she can employ a salaried GP. At the moment we recruit locums, which works out more expensive than employed GPs. She would also like to recruit another Advanced Nurse Practitioner.

MN asked what contact there was with other Practices in the area to share good practice. LP advised that monthly Practice Manager meetings are held where good practice is shared. This is followed by a meeting with Practice Managers and GPs where they discuss services they deliver in the area, i.e. dementia clinics and COPD classes which are held at the Oaks and College Road Surgery.

At previous meetings discussion had focused on Do Not Attends (DNAs). This is still an issue for both Practices. LP has introduced a system where patients are texted/written to if they DNA appointments. If a third letter is required this is followed up by a telephone call from the Practice Manager, which may result in their

registration being at risk. In February 2018 there were 193 DNAs across both sites. LP is looking at the demographics of why patients DNA. If this relates to certain groups they will be supported. DNA monthly updates will be displayed on the notice boards.

The toilet at KDS is now locked, with patients having to ask at Reception for the key. They went through a period where patients were using the toilet but were not registered at the Practice. There was evidence where the public had used the toilet to drop off controlled substances. The Police had been involved and the decision was made to keep the toilet locked.

5. Family and Friends Test (FFT). A decision has been made to rotate the test on a monthly basis. This is now undertaken using text messaging and it is something that could be done by email. Members will be updated at the next meeting.
6. Suggestions. RC requested that consideration be given to either lower chairs in the waiting room or the purchase of a couple of stools for patients who are unable to reach the floor leading to back problems. LP said she would look into this.

The availability of rooms upstairs at Perry Park Surgery was discussed. Members wondered if these could be put to good use for support groups. LP said she would ask the Partners and get back to everyone.

7. Date and time of next meeting