

306 Medical Centre

Patient Participation Group

Minutes of PPG Meeting held on Thu 14 June 2018

Present: **Staff:** Dr M Chawdhery (MC-GP) Mo Dawood (MD-PM)
Patients: Richard Cooke (RC), Phillip Lipsidge (PL), Alan Robertson (AR), Kathleen Lipsidge (KL), David Pickard (DP), Kwame Ocloo (KO)

Apologies: **Patients:** Rasheed Adedoja (RA), Khurshid Qureshi (KQ), Richard Harwood (RH), Sandra Floy (SF), Jean Halden (JH)

	Agenda Item	Timings
1	Meet, greet & eat	12.15 - 12.30
2	Welcome & Introductions	12.30 – 12.35
3	<p>Minutes of the last meeting and any matters arising</p> <p>The minutes of the last meeting were agreed subject to minor typographical errors.</p> <p>Matters arising therefrom:</p> <ol style="list-style-type: none"> MD advised the meeting that plans to have Dr Hashmi work on Fridays had fallen through. We were still in the process of trying to fill the post but in the interim Dr Faizan Chaudery was working on Mondays to help offset Fridays. It was hoped that soon Dr Faizan Chaudery would be able to work on Fridays. The practice was working towards maintaining continuity for patients by ensuring that we only used known locums when possible. In the meantime, a review was being carried out of the working structure to ensure consistency and equitable workloads. It is hoped that this process will also provide more appointments. 	12.35 - 12.45
4	<p>Commissioning update and Locality Group Meeting (if any).</p> <ul style="list-style-type: none"> MD informed the meeting that the new PMS contract had been implemented but some areas therein still needed clarifying. He advised that our practice was one of the practices that has performed well in light of the new clinical indicators so far. Capita and challenges since they took over the contract for medical records and support services to GP services was also discussed in length. The audit commission report on the procurement of the support services was also discussed and concerns raised. The closing of Dulwich Hospital was also discussed. MD advised the meeting that new premises will be under construction soon and will accommodate a Primary Care Centre Hub which would include two existing practices, community services, physiotherapy and extended care. The future of the phlebotomy department was unclear at this point. 	12.45 – 12.55
5	<p>Update/Agree 3 Priorities for the year 2018</p> <p>Priorities discussed and there was consensus on the following for 2018:</p> <ol style="list-style-type: none"> Priority 1: Review appointments and strive to maintain wait times for routine appointments 	12.55 – 13.10

	<p>to within 7-10 working days (locality cluster agreed) and review and publish;</p> <p>Monthly DNA to enhance patient awareness and;</p> <p>Patients who fail to cancel 3 or more appointments in 6-12 months to be sent a warning letter reminding them that they risk being removed from the register. Exceptions allowed on medical grounds at the discretion of practice.</p> <p>Update: At the time of the meeting the next available routine appointment with a GP was in 10 working days. The practice compared very well in the locality in meeting patient appointments demand and the planned extra doctor on Fridays will help to reduce this waiting time further.</p> <p>2. Priority 2: Premises Refurbishment Plans discussed. MD advised that estimates for the automated doors were awaited and were expected to be in the region of £4,000.00. The meeting discussed and agreed the formal decommissioning of the automatic front door to manual due to cost implications and safety. MD also advised that we would progress gradually with other works over the next two years in stages to include patient entrance flooring, waiting room flooring and lights.</p> <p>3. Priority 3: Practice Newsletter twice yearly Spring and Autumn – Maintain. MD confirmed that the Spring Newsletter had been approved and circulated as agreed.</p>	
6	<p>Open Session</p> <ul style="list-style-type: none"> • MD raised the issue of GDPR and received formal consent to: <ol style="list-style-type: none"> 1. Publish PPG member names on our website, including those who did not attend (previously redacted) 2. Post papers, minutes and other correspondence to members 3. Gave an update on the impact of GDPR and administration workload • After due deliberation it was agreed that the names of members who did not attend meeting would no longer be redacted from those displayed online. It was felt that as members had signed up to be in the group it was acceptable to display their names on the minutes. The notice of the meeting was sent to the members so they had the option to step down if they no longer wished to remain members of the group. • KO queried whether the surgery provided services for Children with Special Education Needs and Disabilities. It was confirmed that the practice made the necessary referrals to Sunshine House or other community services as they arose, but the main responsibility lay with the school themselves when they became aware of any special education needs. • The idea of the use of apps to gather information was discussed as well as on the pros and cons of various apps. It was felt that whilst some appointment booking apps may be helpful, others may pose a risk to sustainable general practice, where patients who sign up to these to obtain online care, may then be de-registered from their GP practice. The discussion also raised questions about additional means of access/capacity usually leads to increasing demand which may impact on already scarce resources, so a measured approach would be maintained. The subject would be revisited at a future PPG after the National Survey Reports were available later in the year. 	13.10 – 13.30
7	<p>AOB</p> <ul style="list-style-type: none"> • MD asked the meeting for proposals of agenda items for next meeting. It was agreed the 	13.30 – 13.40

	<p>following items would be considered:</p> <ul style="list-style-type: none"> ○ Discussion of the whole NHS and how we as a surgery can improve our services for specific elements of our community such as the elderly, diabetic, etc. ○ Holistic health care 	
	<p>Date of next meeting agreed: 13 September at 12.30pm</p> <p>The meeting was brought to a close at 1.30pm</p>	
<p>Proposed dates for future <u>Meetings 2018</u>: Thursdays @12.30pm: 13 Dec</p>		