

306 Medical Centre
Minutes of PPG Meeting held on Thu 9 Mar 2023

Present: **Staff:** Mo Dawood (MD-PM), Patricia Giddarie (PG), Dr M Chawdhery (MC-GP),
Patients: Kwame Ocloo (KO), Tina Thorpe (TT), Khurshid Qureshi (KQ), Phillip Lipsidge (PL), Kathleen Lipsidge (KL),
Sandra Floy (SF), Alan Robertson (AR) & Virtually Richard Harwood (RH),

Apologies: **Patients:** Richard Cooke (RC), Kareen Isaacs (KI),

| | Agenda Item | Timings |
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| 1 | Meet & Greet | 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 with minor corrections, to be uploaded on the website.</p> <p>Matters arising</p> <p>Online appointments booked - In response to a question on how many appointments were booked online MD explained that he will provide this data at the next meeting</p> <p>NHS App – TT raised that she was only able to see nurse appointments. MD explained that this may be due to there not being any online GP appointments available. The practice configures diaries but how they are displayed on the app, layout etc we have no control. In future the NHS App will be promoted widely for healthcare where patients manage their own healthcare and can directly access some services. MD agreed to anonymize patient diary and will demonstrate how this is set-up at next meeting.</p> <p>Social Prescriber – Service back to normal, backlog cleared with new social prescriber in post</p> <p>Musculoskeletal (MSK) Services and First Contact physiotherapy (FCP) – MSK – KO raised issues about Physiotherapy wait times. MD explained that the MSK service is currently being reviewed and concerns have been conveyed at the service review meeting which MD is involved in.</p> <p>Strep A Outbreak – MD explained that this has calmed down but there are still shortages of some antibiotics.</p> | 12.35 - 12.45 |
| | <p>Open Session</p> <p>New planned Changes to GP Contract 2023/24 discussed and changes document shared: https://www.england.nhs.uk/long-read/changes-to-the-gp-contract-in-2023-24/#:~:text=The%20following%20changes%20will%20be,indicators%20will%20be%20%C2%A359m.</p> <p>Brief overview given and areas of note for PPG: Access requirements – The practice meets these requirements</p> <p>a) <i>Offer of assessment will be equitable for all modes of access: To ensure consistency in the access that patients can expect, the GP contract will be updated to make clear that patients should be</i></p> | 12.45 – 12.50 |

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| | <p><i>offered an assessment of need, or signposted to an appropriate service, at first contact with the practice. Practices will therefore no longer be able to request that patients contact the practice at a later time. – Practice does not encourage patients to call daily at 8am for appointments but offers appointment on contact where appropriate, or signposts to other appropriate services such as Pharmacy First; E-consult; First Contact Physiotherapy for back and joint pain conditions or NHS 111, who have access to directly bookable appointments2020.</i></p> <p>b) <i>Prospective (future) record access to be offered by 31 October 2023: To make it easier for patients to access their health information online without having to contact their practice, the GP contract will be updated so new health information is available to all patients (unless they have individually decided to opt-out or any exceptions apply) by 31 October 2023 at the latest. This builds on the 1,400 practices that are already automatically offering 6.5M patients this access. NHS England will continue to provide support to practices as more patients gain online access to their records. Support will continue nationally and through commissioners to enable practices to make this offer to all their patients. – Practice prepared for this but awaiting further guidance, after this was deferred from Nov 2022</i></p> <p>c) <i>Mandate use of the cloud based telephony (CBT) national framework: All practices need to be aware, that from the end of 2025, all analogue ISDN and PSTN lines will be removed for use in all home and business settings. From this point, only cloud-based platforms will be supported. Digital telephony (CBT) provides greater functionality for practices and patients. This includes call queueing or call back which provide a better patient experience when the lines are busy as well as management information and data to support practices gain insight and improve their responsiveness further. - Practice self-funded cloud telephony in 2021 but system will be reviewed to include call back function subject to funding.</i></p> <p>Current Targets – MD explained the changes (will not have a marked difference on the patient service). To give the PPG an insight, MD presented a spreadsheet with all the different targets and what needed to be achieved with practice performance. PPG members acknowledged the challenges and the work involved over and above seeing patients. They were interested in how this was planned and achieved. The practice generally performed well and compared favourably amongst the neighbourhood and other local practices.</p> | |
| 5 | <p>AOB</p> <p>Chemists Update: Lloyds in Sainburys is closing in May 2023. Lloyds North Cross Road has reduced its hours. Opening hours of other local chemists discussed.</p> <p>TT advised that plastic blister packs are recyclable as she said a lot of people did not know this. Empty blister packs can be sent to Superdrug at Camberwell, other Superdrug stores or Boots. Plastic on inhalers should be disposed of in bins and the canisters in the pharmacy.</p> <p>Weight Management and new drug briefly discussed.</p> | 12.50 – 13.15 |
| | <p>Date of next meeting agreed: 22 June 2023 (later due to leave) at 12.30pm</p> <p>The meeting was brought to a close at 1.50pm</p> | |

Proposed dates for future practice PPG Meetings 2023

Thu @12.30pm: 14 Sep, 14 Dec