

**MINUTES OF THE MEETING OF PARKSIDE PPG  
v.3**

held on Monday December 10<sup>th</sup> 2018 at 1.00pm



**Present were:** David Astill, 'Bala' Balachandran (Chair), Eric Clark, Rebecca Cook (Practice Manager), Michelle Gavin, John Harvey, Pat Jenkins, Lynn Lucas, Julian Marcus, Diana Rayner, and Sheila Thirkell.

**Apologies were received from:** Felicia Amoye, Diana Andrews, Dr R Muhundan and Alan Wiltshire.

**1. Welcome and Apologies**

Bala welcomed all members to the meeting. Rebecca informed members that Dr Muhundan's absence was because of compassionate leave following a bereavement. Rebecca was asked to convey to him the sympathy and condolences of members.

**2. Secretary and Minute taker**

Julian volunteered to take the Minutes. Is he the Secretary? (He asks)

**3. Membership**

It was mentioned that the new Head Pharmacist at McCoig's Pharmacy had expressed an interest in joining the group. It was agreed that Bala would invite him to the next meeting to give him an opportunity to describe how he might contribute. It was noted that he was already running a walking group.

**4. Health Meeting on Prostate Cancer held on 1<sup>st</sup> November 2018 at 2.00pm**

Members were pleased by the success of the meeting, having had misgivings about the timing and short notice. In fact, around 80 people attended. The speaker had been excellent. The meeting was also well organised and free refreshments provided.

**Next Meeting** It was felt that the next meeting ought to be in the evening (e.g. 7-9 pm) to allow those in work to attend and that the topic should be Heart care. Julian was asked to contact Ros Spinks, with a target date of early March and to offer our help.

**5. Review of Patient Feedback- Paudits and Complaints**

Rebecca gave a review of the feedback by patients through the various means available to them. It is important to note that about 99% of these are positive and supportive of the Practice. There had been difficult access problems on the 17<sup>th</sup> Nov Seasonal Influenza Clinic which had left some patients disgruntled, but most had run smoothly. Atypical angry or upset patients at Reception were

stressful for staff and Rebecca described training and support mechanisms. It was hoped that the new appointments system being introduced in January would reduce tetchy interactions at Reception.

## 6. Social Prescribing

PPG Members were pleased to hear that Rebecca was now Vice-Chair of the local consortium charged with implementing Social Prescribing, with a budget allocated per patient which should make various initiatives possible.. A variety of issues were being considered and these included attendance and how to evaluate whether activities changed behaviour. Possible activities included:

- Health walks
- Money management
- Arts and Wellbeing
- Food and Cookery
- Weight Loss
- Gardening
- Tea Dance

Reaction was generally positive and supportive. One member pointed out the necessity of full DBS clearance and insurance for trainers. The Secretary wryly noted that many of the activities suggested had, until a few years ago, been run by CALAT. (Croydon's Adult Learning).

## 7. Appointments

After consideration and visiting similar practices with well implemented systems, it had been decided to change the appointments system. This is the notice on the Parkside website:

### Changes to Appointment System from 1st January

The Practice is aware that at certain times patients can experience frustration due to the length of time it may take to obtain a routine appointment. To address this we have decided to introduce a new appointment system starting from 1st January 2019 with the aim of helping patients book an appointment with a doctor within a reasonable timeframe.

### Appointment Changes:

#### Booked appointments 7.30 – 8.40am

These appointments are for patients who would like to be seen earlier in the day e.g. before going work. **They are bookable up to two weeks in advance.**

#### Morning Appointments

**Routine appointments** are available every morning and are **bookable on the day only**, either by telephone, through the on-line booking system (Patient Access) or in person at Reception.

**Urgent appointments** (for patients that are unwell and need to be seen on the day) are available every morning and are booked in time order. These patients will be seen by the Duty Doctor for that

day. Once the urgent appointments have been filled patients are offered a telephone call by the Duty Doctor.

## Afternoon Appointments

We offer a limited number of booked appointments in the afternoon. The appointments can be **booked up to two weeks** in advance.

There is a duty doctor available for urgent appointments every afternoon, but patients **will not** be offered a telephone call by the duty doctor.

**The new appointment system will make more appointments available online. So if you're not already using Patient Access, ask a receptionist for your PIN today!**

*We have looked very carefully at how we can change the appointment system to make it more workable for both the patient and doctors and appreciate your help and support during these changes. We welcome any feedback.*

Rebecca and colleagues gave further illustrations of this and demonstrated the timetable on the computer, already complex (even to this retired Headteacher who once had 100 staff!).

## 8. Patient Access

Rebecca drew members' attention to the the Patient Access app and system, currently used by 22% of patients on roll, with an NHS target of 30%. However, usage was likely to increase with the new Appointments System etc. Julian pointed out that the App was already delivering encouraging Health messages about exercise and diet. This could help with social prescribing.

## 9. AOB

Among matters raised were

- Consultant's letters being sent to India to be typed, with ensuing delays
- Flow of information to/from the Purley hub- good and results of x-rays requested by physiotherapy - bad.
- Availability of Shingles immunisation: roll out started in 2013/14. Currently eligible patients are aged 70-76 and 78-80.

## 10. Date of Next Meetings

21<sup>st</sup> January 2019 and 4<sup>th</sup> March 2019.

Julian Marcus