

**MINUTES OF THE MEETING OF PARKSIDE PPG**  
held on Monday January 21<sup>st</sup> 2019 at 1.00pm



**Present were:** David Astill, Eric Clark, Rebecca Cook, Michelle Gavin, Pat Jenkins, Lynn Lucas, Julian Marcus, Dr R Muhundan, Sheila Thirkell and Alan Wiltshire.

**Apologies were received from:** Diana Andrews, 'Bala' Balachandran (Chair), Rebecca Cook (Practice Manager), John Harvey, and Peter McCarthy (Pharmacist).

**1. Vice-Chair and Secretary**

Pat Jenkins was elected Vice-Chair and Julian Marcus was elected Secretary.

**2. Welcome and Apologies**

Pat welcomed members to the meeting. The PPG was sorry to hear of Mr McCarthy's bereavement and signed a card to him, which was later delivered to McCoigs.

**3. Minutes**

Points at issue in the Minutes of the Meeting of Dec 10<sup>th</sup> were resolved. It was agreed that members present would have one week after receipt of Draft Minutes to ask for changes. Practice staff would continue to post Minutes on the Notice Board and Website.

**4. Reminder of agreed Terms of Reference**

Members noted and endorsed our PPG's Terms of Reference.

**5. Social Prescribing Initiative and request from Old Coulsdon MP and PPG**

We had received information from Old Coulsdon Medical Practice about a tea party being held for isolated and vulnerable patients. This monthly event will start on Saturday 2nd March at the Cameron Hall, Canon's Hill, Old Coulsdon between 3.00 – 5.00pm. Parkside has been allocated 10 places and help with transport was requested. Fortunately Pat had attended a planning meeting on the previous day and was able to lead members' discussion. She has volunteered to help with the event. Queries were raised about insurance and liability if a patient were to be taken ill en-route to the event, and she agreed to seek to resolve these. Dr Muhundan undertook to consult practice colleagues in order to offer the 10 places most appropriately. Julian gave his apologies as he is giving a presentation in Luton.

**6. Next PPG promoted Health Care Meeting on Feb 26th – Don't break your Heart**

Members were glad to hear of progress in preparing the next meeting and that it was being held in the early evening (6.30pm). Rebecca was thanked, in her absence, for settling the account for hire of Christchurch hall. Pat was able to provide more information about the Consultant, Paramedic, Physiotherapist and Red Cross staff who were likely to contribute. Michelle agreed to investigate putting the meeting on Eventbrite and Alan to help with publicising it and distributing posters. Ros Spinks can

print posters using CCG equipment at no cost to us. Julian can also do so, but not beyond A4 size. Further details will be circulated to members as the Healthy Heart meeting is before the next PPG meeting.

#### **7. Update report on new Appointments System**

Lynn stated that as the new system had been running for only 3 weeks a definitive assessment was premature. However, it appeared to be working well and feedback from patients was generally appreciative. The system provided more appointments on Mondays and Fridays when demand was highest. Patients wanting an appointment using the Patient Access App should log on from 7.00am.

PPG members congratulated staff on the smooth implementation of a major change.

#### **8. Review of Patient Feedback- Plaudits and Complaints**

Michelle gave a brief review of the feedback by patients. There had been no complaints and a variety of positive comments through the different channels available.

#### **9. AOB**

One member asked if the practice had a Register of Carers – it does. Apparently, this is one of the many markers the CQC has for evaluating practices.

Another question was about the extent of medical record information available to users of the Patient Access App- only records that have been digitised. Patients have to request access. it is not automatic with use of the App.

#### **10. Date of Next Meetings**

4<sup>th</sup> March 2019.

Julian Marcus