

MINUTES OF THE MEETING OF PARKSIDE PPG

held on Monday March 4th, 2019 at 1.00pm



Present were: Bala' Balachandran (Chair), Rebecca Cook (Practice Manager), Eric Clark, Michelle Gavin, John Harvey, Pat Jenkins, Lynn Lucas, Julian Marcus, Peter McCarthy, Dr R Muhundan, Sheila Thirkell and Alan Wiltshire.

Apologies were received from: David Astill, Diana Andrews, and Diane Rayner.

1) Welcome and Apologies

Bala welcomed members to the meeting including Mr Peter McCarthy, the senior Pharmacist at McCoigs. Peter agreed to join the PPG, and this was warmly welcomed. Apologies are noted above.

2) Minutes

The Minutes of the meeting of the 21st January 2019 were approved, nem. con

3) Matters arising from the Minutes

- a) Old Coulsdon PPG Social Prescribing Tea Party. Pat, who had attended the event, reported that it had been most successful and very well organised with excellent catering. There were around 40 guests including 7 from Parkside. There had been a musician and some dancing. Care needed to be taken over nomenclature - guests could easily feel it was opprobrious to be prescribed a tea party.
- b) Pat, Rebecca and Michelle reported that the St Gertrude's Exercise Class was going well with around 23 members. Other initiatives included dance and swimming. Peter suggested co-operation over marketing and publicising. There was general agreement on the principle, but no discussion on how best to achieve this.

4) Review of 'Don't break your Heart' Meeting, 26th February 2019

About 34 people had attended including helpers from our PPG. Overall members were very happy about the way that the event had gone and there was much appreciation of the role of Ros Spinks. Some felt that the event was a little too long overall, and that some aspects also were too long and others too briefly covered. 76% of those present completed a survey (results below) and this shows a high level of satisfaction. It was agreed that we should liaise with other practices and Ros Spinks in planning the next event. Query: We have the email addresses of many of those who attended. Is the PPG covered by the Practice in terms of GDPR? Can we use these to send info about future meetings? *Since the meeting we have had this response from Michelle: "the answer is no (unless you specifically asked if you could use their email to contact them on the attendance/feedback form)."*

5) Role of the Community Pharmacist and Pharmacy

Peter said that apart from the obvious role of dispensing prescriptions for patients, his team had an important task in advising patients about the use of medicines, side effects

to be alert for etc. In addition, the pharmacy was a Local Health Hub providing advice and health care. It was also part of a Stay Well Campaign, as Government advice to patients is to go first to their pharmacy with minor ailments. The Minor Ailments Service was free at the point of use, including any medicines or e.g. bandages provided. In addition, he and his team were contributing to various other Health Promotion campaigns. Moreover, his pharmacy was licensed to make domiciliary visits, often with Janice the ICN Pharmacist. These visits were sometimes to housebound patients, but also could be to those whose compliance with a prescription régime was poor. Another service provided was needle exchange for registered addicts or users of anabolic steroids, although another pharmacy in central Croydon did most of this work. McCoigs also offered influenza immunisations (and tried to co-ordinate with Parkside over this to achieve co-operation, not competition). A Travel Clinic was also being considered, especially for immunisations not provided by Parkside.

In response to question from one member, Peter explained that his service was regulated by the GPhC and by the CCG.

Peter was thanked for his comprehensive account of the work of his pharmacy.

6) Connecting your Care

Becky explained this 'Campaign' to alert patients to a linked software scheme which was intended to provide clinicians with access to patient data and test results. Thus, for example, a GP at Parkside would have almost instant access to X-Rays s/he had requested at Purley or CUH hospitals. Initially the system would operate in SW London, but was planned to go Nationwide. So, in intention, when a Parkside patient on holiday on the Isle of Skye has an accident, the GP at Parkside will be able to see the X-Rays from Portree. Patients will be able to opt out of the necessary data sharing.

7) Update/Report on new appointments system

Becky reported that this was generally going very well, although some patients were taking time to adjust to the new arrangements for afternoon appointments. There was less stress for patients and staff at Reception. Comments via Friends and Family were positive. More patients were using Patient Access. The staff were warmly congratulated on having so smoothly implemented a major change, which was of benefit to all.

8) Review of Recent Feedback and Complaints

Friends and Family had produced 151 responses of which 142 were wholly favourable. Becky explained briefly problems raised in 9 responses. There had been 2 formal complaints. One concerned repeat medication and another how a child with a disability was treated in the waiting room. Both have been satisfactorily resolved.

9) Date of Next Meeting

This was fixed for Monday 20th May 2019. The Secretary will try to send out the Agenda on Tuesday May 7th. Agenda items by Monday 29th April please.

10) AOB

One member asked if it was possible to provide a bed with an up/down hydraulic system for Sister Jane Tibble. Having been treated by her, he had observed that she had to come downstairs and borrow a room when a patient had to lie down for a dressing to be changed. Becky said she would discuss it with the partners.

Another member raised matters which he had hoped would be on the agenda:

- (a) Were instructors and other staff working on Social Prescribing Courses adequately vetted? *Since the meeting. Janey Williams at Croydon Social P has confirmed that all instructors engaged by Croydon Social P have public liability insurance, are DBS checked and have relevant qualifications.*
- (b) Who was responsible in the practice for preparations for Brexit, especially in the event of a no-deal? *The answer was Dr Clementson as the Senior Partner.*
- (c) In an email, he had also asked for a presentation from the Practice on its policy regarding opioids.

Julian Marcus, Secretary
Wed 6th March 2019.

DON'T BREAK YOUR HEART - QUESTIONNAIRE RESPONSES

There were 34 attenders including PPG members helping

	Yes	No	Fairly	Not at all					
Presentation beneficial	26								
	Too long	Too short	Right						
Length of presentation	3	1	22						
	Yes	No	N/A						
Enough time for questions	24		2						
	-20	21-34	35-49	50-59	60-69	70-79	80-84	85+	
Age Group of attendee				1	8	10	3	3	
	Newsl	Recep	Email	Posters	Other	Leaflet	Neighbour	PPG	
How hear about event	1	1	5	1	0	1	6	6	
Topics for future meetings									
Prostate problems	1								
Thyroid problems	1								
Arthritis	1								
Memory Loss and prevention	2								
Healthy Diet and eating when ageing	2								
Diabetes	4								
Breast Cancer	1								
Urinary System	1								
Strokes	3								
Balance-Dizziness-Falls	1								
Hip/Knee Replacement	1								
Truth about immunisations	1								
Menopause and male equivalent	1								
Weight Loss	1								



