

MINUTES OF THE MEETING OF PARKSIDE PPG

held on Monday May 20th, 2019 at 1.00pm



Present were: David Astill, 'Bala' Balachandran (Chair), Rebecca Cook (Practice Manager), Eric Clark, Michelle Gavin, Pat Jenkins, Lynn Lucas, Julian Marcus, Dr R Muhundan, Diane Rayner, and Sheila Thirkell.

Apologies were received from: Alan Wilshire. Peter McCarthy has left McCoigs. John Harvey had indicated that he would not be attending this or future meetings.

1) Welcome and Apologies

Bala welcomed members to the meeting. Apologies are noted above. Members expressed the hope that Peter McCarthy's successor would join the PPG.

2) Minutes

The Minutes of the meeting of the 4th March 2019 were approved, nem. con. and signed by the Chair.

3) Matters arising from the Minutes

- a) **Connecting Your Care:** Rebecca reported that the Privacy Notice period having been completed, testing and use by staff would follow. However, the efficacy of the software might be impeded by problems with hardware and available bandwidth. She would report further at the next meeting.
 - b) **Social Prescribing:** Rebecca and Michelle reported on the many activities now taking place including the St Gertrude's Exercise Class, dance, swimming, tea parties, men's games, movement and medicine and gardening. These initiatives are currently funded by the Government. Parkside provides many referrals and Parkside patients are involved in assisting in a variety of ways. Participants and PPG members are covered by venue or Parkside Public Liability Insurance.
- 4) **Report of CCG Public Forum of April 16th:** Pat reported on this event which focussed on co-ordinated care for patients discharged from hospital, with the aim of preventing readmissions. Hospital staff and Social Services should plan the discharge and within 2 hours provide a carer at the patient's home, where needed. The arrangements are funded by the NHS for 6 weeks.
- 5) **Arthritis and Joint Pain Meeting:** No one from our PPG had attended, but Pat was able to report from information received that there were lessons to be learned including good choice of speakers, proper briefing of them and reliable projection equipment.

6) Primary Care Networks

Becky explained that this project, which was being attacked by the Daily Mail, was assisting co-operation between GP practices. Parkside would be a member of a consortium with two other practices. Despite inaccurate Press reporting, this would not break the link between a (in this case Parkside) patient and her/his doctor, nor was any merger intended or envisaged. With additional NHS funding, the consortium would be able soon to employ a clinical Pharmacist to assist staff in following up hospital recommendations, reviewing medication, suggesting alternatives etc. The

Daily Mail reports were encouraging some patients to write to the Practice to urge Parkside not to participate, which, however, it would do.

7) Suggestions for Future Activities: It was decided to hold another education and information event on Dementia, Alzheimers, Memory Loss and Strategies for keeping an active and healthy mind- exact title to be decided. This would be held in the afternoon in late September or early October. Michele kindly offered to do the initial work of finding a speaker or two (? And booking Christchurch). Pat reported that Ros Spinks was on secondment but thought she could still contact her re. funding.

8) Update/Report on new appointments system

Becky reported that this was going very well. When 6 months were completed, she planned a survey of patients and staff. An offer of help from the PPG in surveying patients was welcomed. Members again expressed their appreciation for the successful implementation.

9) Review of Recent Feedback and Complaints

Fewer text message reminders and Friends & Family surveys were sent recently due to a lack of credit provided by the CCG. This resulted in a reduced number of surveys received, as well as an increase in DNA's (did not attend). The surveys received were all favourable.

10) Date of Next Meeting

This was fixed for Monday 22nd July 2019. The Secretary will try to send out the Agenda on Friday July 12th. Agenda items by Friday July 5th please.

11) AOB

Rebecca drew members attention to a letter from Croydon Council about designating Wyche Grove for residents' and metered parking. Julian offered to draft a letter from the Chair about this (and has done so).

A member reported that A and E at Croydon University Hospital was much improved.

The Chair closed the meeting at 2.20pm with thanks to Parkside staff for their hospitality and sandwiches.

Julian Marcus

Mon 20th May 2019. Requests for changes to the Minutes to me by 27th May, please.