

**DRAFT MINUTES OF THE MEETING OF PARKSIDE
PPG**

held on Monday July 22nd, 2019 at 1.00pm



Present were: 'Bala' Balachandran (Chair), Rebecca Cook (Practice Manager), Eric Clark, Michelle Gavin, Pat Jenkins, Lynn Lucas, Julian Marcus, Mudra Patel, Emily Pickering, Diane Rayner, Sheila Thirkell and Alan Wiltshire.

Apologies were received from: Dr R Muhundan, who was on holiday and David Astill.

1) Welcome and Apologies

Bala welcomed members to the meeting and especially Dr Mudra Patel, the new Senior Pharmacist at McCoigs and Emily Pickering.

2) Minutes

The Minutes of the meeting of the 20th May 2019 were approved, nem. con. and will be signed by the Chair.

3) Matters arising from the Minutes:

- a. **Connecting your Care:** Rebecca reported that the system was now live and increased bandwidth had been provided. Upgraded computers (W10) would follow. Parkside staff could view test results from Croydon UH and Purley hospitals. More functions would be implemented in future, thus, so far, so good.
- b. **Social Prescribing Initiatives:** Parkside Staff and Pat Jenkins told the PPG that there had been no major new developments. However, the Medicine and Movement Group was especially popular. Parkside had been complimented on the numbers nominated for tea parties. These would resume in September.
- c. **Primary Care Networks:** Rebecca was able to update the PPG about this. 9 new PCNs had been formed in Croydon and Parkside was partnering Keston Medical Practice and The Moorings. Press opposition appeared to have dissipated.
- d. **Local metered parking:** PPG members were able to update Dr Patel, about this poorly conceived proposal by Croydon Council. Emily Pickering, a local householder, recounted residents' opposition. To date, nothing has been heard in response to representations sent, which seems discourteous.

4) Parkside Staff News (if any): We welcome Mrs Kadija Webster to the Reception team. In due course, as programmed, there will be changes in the panel of trainee doctors. One colleague will be away on Maternity Leave in the Autumn and Rebecca is arranging cover.

5) Plans for our PPG meeting on Oct 2nd on Care of the Mind, Alzheimers etc. Title: 'It's all in the mind': Michelle explained that she had booked a staff member from Dementia Friends as the second speaker. Emily volunteered that she was a member of a team based at Imperial College involved in preventative care and her team could run the first session. (CHARIOT: Cognitive Health in Ageing Register: Investigational, Observational and Trial studies in dementia research). Pat would chair the meeting in Bala's absence. Julian would book the room and lend AV equipment. Rebecca had funds

for room hire and tea and biscuits. In view of September holidays, it would be important to get on with publicity.

- 6) Suggestions for future activities:** Meetings on weight, skin, hearing and feet.
- 7) Update/Report on new Appointments system (Rebecca):** Practice staff were about to launch a survey to assess patients' reactions. More news at next meeting.
- 8) Review of recent patient feedback/complaints (Rebecca):** For reasons explained at the last meeting, there continues to be a decline in responses, although those given are very positive. It is also possible that patients, like all of us, can suffer from 'survey fatigue'. Responses: 54 text messages, 7 paper forms and 0 via 'I want great care':
- Results - patients are asked if they would recommend the practice to friends and family:
 - Extremely Likely - 39
 - Likely - 21
 - Neither Likely nor Unlikely - NONE!
 - Unlikely - 1
 - Extremely Unlikely - NONE!
 - Don't Know - NONE!
- 9) Date of Next Meeting:** Monday Sept 2nd 2019
- 10) AOB1:** Mr J Harvey had made an enquiry about alternatives to telephone communication. The answer is that this practice, in consortium with others, is assessing some form of online consultation, possibly by Skype or other 'platform', There are technical issues, and concerns about preserving confidentiality. A launch in 2021 is possible.
Mr Harvey also asked about making appointments with the pharmacist by Patient Access. This is determined by Patient Access, not Parkside.
- 11) AOB2:** A member produced a Press Cutting about the possible merger of CCGs. There was a discussion about this and Rebecca promised that she would inform the PPG when/if decisions were made and what the possible impacts on our Practice might be.

The Chair closed the meeting at 2.16pm with thanks to Parkside staff for their hospitality and sandwiches.

Julian Marcus

Mon 22nd July 2019. Requests for changes to the Minutes to me by 29th July, please.
Agenda items for next meeting by Friday 23rd August, please.