

## MINUTES OF THE MEETING OF PARKSIDE PPG

held on Monday January 27<sup>th</sup>, 2020 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 and Sheila Thirkell.

**Apologies were received from:** Mudra Patel, Emily Pickering, Diana Rayner and Alan Wiltshire.

### 1) Welcome and Apologies

The Chair, Bala Balachandran welcomed all members to the meeting.

### 2) Minutes

The Minutes of the meeting of the 11<sup>th</sup> November 2019 were unanimously approved.

### 3) Matters arising from the Minutes:

- a. **New Website:** Members expressed their appreciation of the appearance and working of the site. Michelle explained that she tried to update it weekly.
- b. **Seasonal Influenza Immunisations:** Rebecca reported that these had been completed to schedule. The timing of immunisations for 2-3 year olds had been frustrated by shortness of supply of paediatric vaccines. Take up was similar to last year, although below the NHS's ideal targets.
- c. **Primary Care Network:** Proposals for 5 new specifications of the Network DES issued by the NHS England have proved very controversial and had been rejected as unachievable by many GP practices across Britain. If revised specifications are not changed significantly this may see the end of PCNs, although closer working/co-operation with other practices has its benefits.

**4) Seasonal Pressures:** Rebecca informed members that the most pressure was felt over the holiday period, as increased demand coinciding with doctors' and staff holidays. Winter pressures have been manageable so far. If the Wuhan Novel Coronavirus makes it to the UK, this would have an impact on the whole Health Service, but there are no confirmed cases in the UK at this time.

**5) Staff/GP changes:** Rebecca and Michelle reported as follows:

- Dr Sreetharan is on maternity leave and the practice have employed 3 locums to cover her sessions until she returns to work in November 2020.
- Dr Faizan Chaudery – working on Fridays
- Dr Noman Mohamed – working on Mondays
- Dr Aoife Mclean – working on Tuesdays
- Dr Laura Lamptey has joined the team as a salaried GP and works on Thursdays.
- Shama Patel has joined the team as a PCN Pharmacist, full time.

- Melissa Cameron – Social Prescribing Link Work for the PCN. Working across 3 practices, based in Parkside on Tuesdays.

## 6) Follow-up communication between doctors and patients (and vice-versa) outside consultations:

Julian Marcus initiated a discussion on this issue. It was agreed that where a patient had an issue needing a response from a clinician s/he had 4 options:

- Make another appointment. This was time wasting for all concerned and clogged up the system, and could involve a long delay.
- Send a fax. The office should pass the fax to the clinician who should find time to respond, maybe by a quick phone call. However, the Parkside fax was likely to be removed by the end of March 2020.
- Send an email via <https://tinyurl.com/rwk33pw> or directly to [Parkside.admin1@nhs.net](mailto:Parkside.admin1@nhs.net) Some patients are already using the form via the Parkside Website, although the patient would need to insert in the message section the name of the clinician from whom a response was hoped. The message would not initially be seen by this member of staff.
- Phone. A patient is able to leave a message for a doctor, who would then call him/her back.

The advantage of (b) and (c) was that they operated out of surgery hours.

Another issue was to do with communication about hospital referrals. Where these were agreed during a consultation, there was generally no problem, an agreement between patient and doctor had been made. It would be helpful if the doctor could give the patient some indication of when s/he might expect to hear from the hospital, although actual appointments would rarely be predictable. Where a referral was made outside a consultation, as a result of a patient request or test result, it is the responsibility of the referring doctor to advise the patient or action taken/not taken. Rebecca acknowledged that she has been made aware of one error in this respect recently. Finally, where a referral request was made outside a consultation and the doctor could not support it, a careful conversation with the patient was essential.

- ## 7) Plans for future activities:
- Members had already been informed (see 5. above) about the new member of staff for the PCN, Melissa, with responsibility for Social Prescribing and Becky and Michelle had spoken warmly of her value to practice and patients. David Astill suggested with general approval that she be invited to our next PPG meeting, with a view to our holding a general meeting on the subject. Becky thought she might be able to locate some funding, if needed.

## 8) Review of recent patient feedback/complaints:

*Friends and Family Test results for December 2020*

Responses: 280 text messages, 5 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 - 207

Likely - 69

Neither Likely nor Unlikely - 5

Unlikely - 3

Extremely Unlikely - 1

Feedback received via NHS Choices, I Want Great Care and via the website were shared with the members. Becky advised that there had been an instance where she had had to intervene in the case of a patient who was very abusive at reception. It was noted that the CCTV did not record sound.

**9) Date of Next Meeting:** Monday 16<sup>th</sup> March 2020 at 1.00pm

10) **AOB:** One member informed the PPG that there were now long delays for appointments at Moorfields Clinic at Croydon University Hospital.

The Chair closed the meeting at 2.05pm with thanks to Parkside staff for their hospitality and sandwiches.

Julian Marcus

Monday, 27 January 2020

Requests for changes to the Minutes to me by 8<sup>th</sup> February, please.

Agenda items for next meeting by 22<sup>nd</sup> February, please.