

## Minutes of the Patient Participation Group (PPG) meeting held at Parkside Group Practice on Monday 15<sup>th</sup> January 2018

### Attendees

David Astill  
Eric Clark  
John Harvey  
Patricia Jenkins  
Julian Marcus  
Lesley Page  
Sheila Thirkell  
Alan Wiltshire

Michelle Gavin  
Lynn Lucas

### Apologies

Kanagasabai Balachandran (Chair)  
Andrew Mantle  
Dr R Muhundan  
Becky Cook  
Diana Andrews

### Absent

Felicia Amoye  
Kirsten Flett-Wood  
Purabi Lakhani

### Welcome & Apologies

As our chairman, Bala, was unable to attend today, David Astill agreed to chair the meeting. The group welcomed John Harvey as a new member and introductions were made.

### Minutes of last meeting and matters arising

Minutes of the meeting held on Monday 16<sup>th</sup> October 2017 were agreed.

### Review of recent Patient Feedback/Complaints

Feedback from I Want Great Care and NHS Choices was shared with the group:

- Three positive comments on I Want Great Care for Dr Sreetharan: “warm, friendly, professional Doctor” etc.
- Three positive reviews on NHS Choices: “highly supportive GPs”; “staff very friendly and helpful”; “You can usually get urgent appointments on the day although routine appointments take a bit longer now..”

This led to a discussion about the current waiting times for routine appointments and the Purley GP Hub. Lynn explained that the practice is investigating how other practices run their appointment systems. Julian commented that the urgent appointment system works extraordinarily well. Some members of the group fed back positive experiences from recent visits to the Purley GP Hub. Michelle explained that if a patient needs to see a GP but cannot get an appointment, the GP Hubs are open 8am-8pm, 365 days a year and can be accessed by anyone living or working in Croydon.

Alan asked for the Friends & Family test figures from the sms surveys to be available at the next meeting. **Action Point: Practice to provide at next meeting.**

Two written complaints have been received since our last meeting:

- One complaint was regarding the availability of flu appointments and the receptionist’s unhelpful attitude. Becky wrote to the patient to apologise that they felt one of our reception staff were unhelpful and explained that they are dealing with a heavy workload and these pressures can unintentionally be directed towards our patients and visitors. Learning points from this complaint is for staff to convey empathy and be willing to help. They should check the system for appointments or pass on a message to the practice manager/nurses to see if they can be fitted in.

John commented that many patients preferred to have their flu vaccination at pharmacies as this was more convenient for them than attending the surgery. The practice agrees that

having the flu jab at the pharmacy is an alternative for patients if times at the surgery are not suitable.

- The second complaint came from a patient who had done a urine test which was requested at an outpatient appointment and they were upset that no one advised of the abnormal result. The hospital had told the patient that the results would be sent to the practice. No action was taken by the practice as no request for action was added to the notes, as this test had been requested by the hospital. Dr Clementson called the patient and explained medical legal responsibility lies with the hospital to contact the patient with the results as they had requested it. Dr Clementson also wrote a letter to the hospital explaining the importance that the hospital honours contractual requirements. A discussion took place within the group regarding results when attending an appointment at the hospital and what information was sent to the practice. Lynn advised that a leaflet produced by NHS England, BMA and NAPP, is now sent to patients with every referral letter. The leaflet describes what patients can expect to happen when referred to a consultant or specialist and clearly identifies who is responsible for the results of tests and procedures.

Lesley mentioned that sometimes she brings her outpatient letter into the practice for information. Lynn explained that the internal post system can be slower than receiving letters via Royal Mail.

### **Just Live Well**

Just Live Well is a 12 month, face-to-face service delivered by qualified advisors, which works with Croydon residents who might find it difficult to make changes in their life without additional support. It is designed to provide support that can help patients quit smoking, lose weight, eat more healthily, become more physically active, cut down on alcohol and improve mental wellbeing. Patients are encouraged to take the Health MOT at: <https://www.justbecroydon.org/health-checker/health-mot/>. The service had been limited to the most deprived areas of Croydon, but has now been extended to offer face to face service to patients with a new diagnosis of asthma or COPD, irrelevant of postcode.

### **AOB**

- The practice presented Julian with a cheque for the Tanzania Development Trust. Julian is a Project Manager and Trustee of the charity. The money was raised by the staff and doctors who donated rather than sending Christmas cards. Julian thanked the practice.
- Alan asked if the practice had figures for FGM victims in Croydon (following on from the Tanzania Development Trust/FGM presentation given by Julian Marcus in June). **Action Point: Practice to contact CCG for figures.** John was interested in the group becoming involved in the intervention of FGM victims, but David said that this was not in the groups remit. This led to a discussion surrounding the purpose and ownership of the group. David said that other local PPGs were more independent of their practice, holding health information evenings etc. Julian suggested that the group could use technology to reach out to our patients, by recording videos or presentations about topical health issues and uploading them to our website. **Action Point: volunteer needed to take idea forward.**
- John questioned the diversity of the members of the group. A discussion took place about encouraging patients from different ethnic groups to join. David suggested that some of the PPG members could approach patients in the waiting room. John mentioned that in a previous role at Tower Hamlets, people had been approached in launderettes. **Action Point: volunteer needed to take idea forward.** Alan requested the practice demographics. **Action Point: Practice to provide at next meeting.**
- Sheila said that she had been over prescribed medications in the past, particularly creams and lotions. Sheila was concerned that this was a waste and perhaps,

somewhere that the practice could make savings? Alan asked if the PPG could be involved in identifying over-prescribing errors. **Action Point: Practice to update PPG on measures taken to monitor practice prescribing at next meeting.**

- John asked if the practice recommended any particular pharmacies. Michelle explained that we have a collection arrangement with nine pharmacies (listed on our website) but Parkside has never recommended any one pharmacy in particular.
- Alan asked if there had been any complaints/repercussions from the withdrawal of NHS prescriptions for gluten-free foods, baby milk and vitamin D. **Action Point: Practice will report back at the next meeting.**
- Lesley enquired about Parkside's list (registering new patients). Lynn explained that practices have a contractual requirement to keep their lists open. Although new patients are registering each week, there are also patients leaving the practice and this helps to balance things out with the list size remaining at approximately 13,000.
- Alan spoke about the length of appointments and that some doctors only allow the patient to discuss one issue. The shortage of routine appointments makes it difficult to book double appointments though. Refer to comments made earlier regarding Partners investigating other appointment systems..
- John asked if any of Parkside's doctors work for Croydon CCG. David explained that the CCG is GP-led but none of Parkside's doctors are directly involved.
- Alan asked if the minutes could be written sooner. Michelle asked if anyone in the group would like to take the minutes. There were no volunteers.

Meeting closed at 2pm

Date of next meeting: Monday 19 March 2018