

## Minutes of PPG Meeting – Thursday 29<sup>th</sup> November 2018

### Benhill and Belmont GP Centre

#### **Present:**

Dawn Dennis – Practice Manager (DDA), Dr Malik (part of meeting) – Senior Partner (AM), Lisa Hayden – Admin Supervisor / Minute taker (LH) John Mitchell (JM), Marian Wingrove (MW), Shelia Cullen (SC), Pam Goodwin (PG), Janice Newman (JN), Roy Murray (RM)

**Welcome, meeting opened at 12.38pm.**

#### **1. Minutes from 03.03.2018**

- **ACTION – MW to advise of dates or PRG future meetings and contact JM and JN direct before each meeting.**
- Minutes agreed as accurate and correct.

#### **2. Update from Patient Reference Group - MW**

- As from 30/11 there will be no x-ray facilities at Jubilee Health Centre - **Post Meeting Note Update** - x-ray will continue at Jubilee Health Centre / There had been an inappropriate communication error between St Helier and Primary care.
- Phlebotomist at The Old Court House surgery on a Tuesday was stopped with 2 weeks' notice by the hospital.

#### **Meeting on 14<sup>th</sup> March**

- Minor Surgery Clinics being relocated – DDA explained that we are still doing minor surgery at Benhill; the only thing that was stopped was Vasectomies.
- This has been withdrawn from all other practices and Vasectomies are being undertaken centrally. All fertility issues are being done centrally at St Helier Hospital.
- Freedom To Speak Up Guardian – every practice has one of these. Our 1<sup>st</sup> port of call is DDA, 2<sup>nd</sup> Dr Malik, 3<sup>rd</sup> Amanda Knights who is our Whistleblowing Guardian/Alka Sethi PM at Park Road Surgery (we have a three way with Chesser Surgery & Park Road Surgery. Any staff at Chesser Surgery can speak to DDA).

#### **Meeting on 9<sup>th</sup> May**

- Sutton Health & Care Proactive Model – is moving along swiftly. Dr Croucher is involved with this.
- Age UK Home From Hospital Service – offers practical help, shopping, collecting prescriptions etc. Can be referred by a GP to this service. Success rate is only 2% of clients are re-admitted to hospital within 91 days.

#### **Meeting on 4<sup>th</sup> July**

- Sutton Mental Health Foundation Service is very well used.
- The Acute Sustainability Programme – Improving Health Care – keeping 2 A&E's in Sutton has now been wiped out as the NHS won't fund 2 A&E's.

Wasn't properly consulted on as majority of people didn't receive any information. Keep Our St Helier March in the summer; most people on the march were not aware of any consultations regarding the hospital.

Sutton CCG survey was not accurate as they only sent surveys to 250 out of 11,500 of our patients and only received 80 replies.

Text message that patients receive after their appointments is also not accurate as there are patients who do not have mobile phones or don't receive messages as in poor signal areas. However the practice does offer the paper option for Friends and Family feedback.

#### **Meeting on 5<sup>th</sup> September**

- Help Yourself To Health is value for money as it is educating the 3 largest minority groups in Sutton about health living and the appropriate use of NHS services and the differences between A&E and GP's

#### **Meeting on 7<sup>th</sup> November (no notes)**

- Admiral Nurses – used to have a clinic at Benhill 1 Thursday a month but due to cuts this service is no longer available at the practice. GP's refer to them and they still go out and see the patients and help point the families in the right direction. Families can self-refer to this service. Benhill and Belmont clinicians and patients already make use of this service.
- Primary Care Commissioning – each GP practice offers these services (blood testing etc.). INR (warfarin) clinic is available at both surgeries. At the moment Blood Tests are done at Benhill and also at the St Helier Hospital, Jubilee Health Centre and Malvern Centre. Proposing to run a Blood Test clinic at Belmont surgery (day/times to be confirmed) from Jan /Feb 2019. Our HCA has completed a phlebotomist course and has been supporting our existing Phlebotomist. We now have 2 members of staff so we will always have cover. The test results will be exactly the same as now.
- NHS was set up in 1947. It is an independent business. Some GP's are partners and some are salaried GP's. The practice receives £108.00 per year per patient. It is felt that we as practices need to get IT literate quickly as well patients are now going to New companies such as Babylon and Push Doctor who advertise in public areas such as the tube. If they contact them and see an online GP this will deregister the patient from their existing GP surgery and register them directly with them, so are leaving regular surgeries with a higher cohort of patients with Long term conditions and taking the working well.
- Cost of referrals and prescriptions are all paid for by the NHS. If you are given a cheaper medication you are not saving the GP money but saving the NHS money. Hospital only drugs cannot be issued by GP's. CCG carry out an audit of medication by a trained pharmacist who will monitor use and devise options if necessary.
- **ACTION – MW to send electronically the notes from meeting on 7<sup>th</sup> November to DDA**

### 3. South West London – Connecting Your Care - MW

- It will be in operation next year and will be a linked service between Kingston, Croydon and St George's.
- Very secure service which is cost effective and won't be sold to commercial organisations. NHS Spine can be linked i.e. register elsewhere with another EMIS using practice and all notes/history can be seen.
- Sutton developed its own digital service (IDCR) a couple of years ago and this service will supersede this. Patients will automatically be opted in to this service. Patients that opted out of IDCR or Summary care Record will be written to by CYC directly.
- The opt in / opt out service will be run centrally and GP practices will not be responsible for patients preferences. They will be able to guide patients directly to CYC for discussion with a trained co-ordinator.

### 4. Practice Website – MW/DDA

- DDA has been in post for 2 years now and is very aware that the website is ancient.
- We are looking at a Footfall website to be built. It will be a step by step process.
- Instead of racks and racks of leaflets in both surgeries, all leaflets/information will be on the website, so no more out of date leaflets.
- DDA is having a meeting next week, by the end of this financial year the new website will be up and running.
- We will be able to add alerts to the new website.
- We will advertise the new website and also have a google translate on it.
- The call screens will also be updated at both the surgeries with rolling screens.
- Photos of staff and qualifications will be added to the new website.
- No chaperone information on the current website – **ACTION – DDA to update website.**
- DDA is aware that the provision of a male Dr at Belmont is limited to only 1.
- No Public Information /Campaigns etc on the current website, this will be incorporated in the new website.
- Nothing about self-care or when to go to A&E – DDA explained that we can only have 1 hyperlink in operation, currently Flu. The platform on the current site is not able to add more things, this will also be incorporated in the new website.

### 5. OOH Appointments – JM

- Asked about the procedures for OOH appointments.
- Hub appointments are only released 3 days prior to the day. By 10am on Thursday all appointments have gone for the weekend.
- The hub is located at 2 surgeries across the borough, The Old Court House and Wrythe Green Surgery.
- At the surgery we can generally offer GP appointments within 3 working days with any GP. If you require a specific GP then you will have a wait.

### 6. Developments in CCG – JM

- How does it interact?
- Which issues have they decided on etc.?
- DDA cannot answer this as it is not for us to comment. Suggest looking at the CCG website.
- Put your questions/concerns in writing to Dr Croucher, Clinical Chair of CCG
- Put your questions/concerns in writing to Lucie Waters MD of CCG or Michelle Rahman Acting MD in Lucie absence.

#### 7. **Belmont Surgery Development Update - DDA**

- Unfortunately the practice and CCG had been hoping that this would get to the June 2018 planning meeting of the LBS, due to reasons beyond our control this was not the case as it was pulled from the agenda at the 11<sup>th</sup> hour.
- Assura are meeting with LBS this week in relation to the next steps as there is still no date for planning.

#### 8. **Appointment System (Embedded) - DDA**

- The practice implemented a new appointment policy 12 months ago, to manage demand, waiting times, expectation and pressures. This is working well.
- Any Urgent calls are telephone triaged by GP's/Nurse Practitioner, they then decide if the patient needs to be seen in surgery.
- Retraining patients was a major issue; we initially had lots of opposition.
- Safer working environment for Clinicians.
- This has been very successful with both patients and the practice.
- **ACTION – send generic email address to all PPG members - DDA**

#### 9. **Salaried GP Replacement - DDA**

- SZH is no longer with us; he left the surgery in March.
- Dr Hutton was a temporary locum.
- Dr Tanya Indrakumar has taken over from SZH on a 1 year term (October 2019).
- Looking to recruit a Pharmacist (from March 2019), they will have face to face clinics / admin and work 4 sessions weekly and will carry out medication audits.

#### 10. **Significant Events Review – DDA**

- Patient and staff information has been removed and SE at the practice discussed.
- Appropriate action was taken.
- Reviewed at Practice meetings bi-annually.
- DDA went through the list of Significant Events.

#### 11. **New PPG Members – DDA**

- 6 or 7 members have been removed as never attended or responded.
- Very small representation.
- All 7 Clinicians have been tasked with finding 1 new PPG member each. If nobody materialises we will look to ask existing members of the PPG to doorstep the waiting rooms.

- **ACTION – Advertise for new PPG Members – DDA will add notices to waiting rooms and website.**

**12. AOB**

- DDA regrettably informed members of Naomi (Practice Nurse of 15 years) passing away.
- Prescriptions – DDA explained the process of what happens when a prescription is requested.
- SC commended 2 receptionists at Belmont for being very pleasant and helpful.
- PPG Meetings to be held 3 times a year, lunchtimes appears more popular.
- Date of Next Meeting set for Thursday 14<sup>th</sup> March at 12.30pm at Benhill Surgery.

**Meeting closed at 3.00pm**