

## PATIENT PARTICIPATION GROUP

### Committee meeting 28<sup>th</sup> January 2017 at South Lewisham Group Practice

*NB: Highlighted sections are for new action points*

**PRESENT:** AC (Chair), Dr. R J, DC, GG, EA-R, DF, DL

**APOLOGIES:** CB, EW

**ABSENT:** RL

**1. WELCOME:** MM (Member), Dr RH (Registrar GP). AC commented on the small attendance at last meeting.

#### **2. Action Points from meeting 12.11.15**

**a) L. Lucas Council website** - Comments and amendments made.

**b) Mission Statement** –CB made recommendations for changes to Mission Statement as PPG not a charity. AC presented revised copy for comments. EA-R commented on the structure and punctuation of certain parts and DC made comment. AC to make changes as comments and to send amendments to Group.

AC also presented an amended member application form showing the back of the form to contain a Q & A section, and boxes added to allow people to opt for the type of information they wished to receive by email. Dr RJ suggested lower age limit for new members reduced to 16 years, and this was agreed by group. AC to amend form and send to committee for comment/approval. DL agreed revised form be added to the website alongside being available in the Surgery.

**c) New member's ad on prescriptions.** – DL said ad could be placed on prescription again subject to the space not being required for other messages. AC asked if Mjog could be used for advertising and DL thought possible and would look into that.

**d) Send out invitations to contacts re midweek market stalls** - Information was given as to current 'Market Stalls' with both Active Lifestyles and SELDOC being commented on favourably. AC said constantly trying to find new groups. DL suggested that a longer session of the 'Lifestyles' Group on a Monday would attract more people, and AC to put to them.

**e) Newsletter** - AC asked the Group for contributions to the Newsletter. Dr. RH agreed to do a piece.

**f) Ideas for new log** - Dr. J asked for suggestions as to ideas for a new PPG logo and what it should be representing. Several thoughts put forward including hands, discussions, meetings etc. MM suggested possibly using the Borough colours. AC thought may look as if we were a borough group and Dr RJ suggested rainbow colours. Dr. RJ will put forward thoughts to logo designer to work with.

**g) VAL membership** - AC if the Practice would provide the £25 cost of membership to 'Voluntary Action Lewisham (VAL) explaining what they do. This was agreed by Dr. RJ. AC to apply.

### **3. Surgery Website**

Ac said that the surgery website was out of date and as an important information tool needed urgent attention. DL & Dr RJ recognised the situation and agreed needed more regular maintenance. Dr. RJ suggested that a member of staff should be given some time to do this, and would liaise with DL to ensure this happened as all recognised the important part this had to play. Suggestions were made for additions to the website e.g., leaflets, Dr's holidays. Dr. RJ would ask partners whether the Practice would benefit from a new website.

DF requested that Doctors names should be made available and kept up to date on website and in Surgery. Dr. RJ suggested pictures and Dr. JH volunteered to take pictures. These can then be displayed as Doctors decide appropriate.

### **4. Update on surgery funding application**

DL brought the group up to date with the current situation. Initial application for conversion of unused crèche area to 3 consulting rooms / minor surgery and shower facilities had been acknowledged by NHS England.

The second stage required more quotes, difficult over the Christmas holiday but these had been obtained and been sent in and accepted.

DL explained that the issue that is currently holding up the process is ownership of the lease, changes needed to be approved the Leaseholder NHS property Services, and the approach to this needs to be considered.

### **5. Aide Memoir when seeing GP from member LE**

Copy from email "From Way back, I have, a number of times, suggested the benefits of Patients seeing the Doctor, armed with a SHORT 'aide memoir' with a brief note of their problem, symptoms; rather than mumbling in front of the Doctor or forgetting what they came for, which can be a waste of time !!. From memory this was not well received; with Doctors in particular getting concerned about patients arriving with 'lists'. However, in the latest E Bulletin 102 at item 3, this is just what is being suggested – and more. Perhaps this can be reconsidered and a suitable advisory notice "When seeing your Doctor", placed on the Electronic Message Machine.

Dr. RJ said he had no problem with this, although there was concern from members that a 'list' might not be the best way to approach this as appointment times do not allow for a lengthy list. EA-R suggested "In order to use the time available profitably, you may simply want to make a mental note or jot down things you wish to discuss". All agreed need to keep things brief without missing out on possible symptoms. AC to look at a small item in the newsletter with GP approval.

### **6. AOB**

DF raised a concern that the Blood Test area was particularly untidy. DL will review.

The message screen repair was discussed and Dr. RJ suggested that Doctors continue to come out and call patients as more friendly and allows them to stretch their legs too. Everyone agreed that this was a good idea. DF suggested that this might be a chance to review seating arrangements in the waiting area to make it a friendlier place. AC said that some stallholders had mentioned that they felt a little uncomfortable facing patients waiting and them also to be consider in any rearrangements. DL agreed to look at changes.

Dr. RJ brought the Group up to date regarding developments for GP's and CCG and joint working. Neighbourhood 3, which we are a part of, have a group of 8 surgeries and approximately 50,000 patients.

The N3 surgeries have a good working relationship, and have now set up a company, to be known as Lewisham Healthcare. Dr. RJ and Dr. S. Parton are board members and DL as Company Secretary. AC asked if this would provide a better service. Dr. RJ explained that funding was going to be diverted away from ordinary GP practices to the new arrangements and the new Lewisham healthcare would be best placed to bid for contracts, as they know the area and the needs of the patients.

Dr. J asked for the group's views on Skype consultations. This would require doctor's agreement, and would take the place of a timed surgery appointment. If GPs are agreeable, appropriate resources would be made available to Doctors, and this service would be advertised. AC suggested a leaflet on the proposal to inform patients and offered to set up with GP/DL approval, which was agreed. AC to be provided with information for leaflet. DL to expedite. MM asked about the quality of the surgery broadband for Skype use, and Dr. J said it should be able to ensure this could be managed effectively. MM asked about social media. AC said that the determining factor was the difficulty of regulating this.

AC said she was attending a meeting next week with the new Public Engagement Officer at Lewisham CCG, who will be informing her of the new digital initiative.

Meeting closed at 3.10pm Date of next meeting to be announced.

#### **ACTION POINTS**

- a) AC to make changes on Mission Statement as agreed and resend to Committee for approval.
- b) AC to make change on PPG application form as agreed and resend to committee for approval.
- c) Once approved DL to arrange revised Mission Statement and application form to be place on surgery website and new forms printed for waiting area.
- d) DL to look into added advertisement for new PPG members onto prescriptions and also on Mjog.
- e) AC to ask stallholders for 'Lifestyles' group if would like to add another day at the surgery.
- f) Dr RH to do article for PPG newsletter.
- g) Dr RJ to put ideas to logo designer and report back to committee.
- h) AC to arrange membership to VAL
- i) Dr RJ/DL to look into a member of staff having website management role.
- j) Dr JR to consult with partners re possibility of new up to date website.
- k) Dr JH to take GPs and staff photos and DL to arranger display on website and in surgery if partners agree.
- l) AC to do draft re 'aide memoir' for approval before adding onto newsletter.
- m) DL to review posters in blood test area.
- n) DL to look at changes to seating in waiting area.
- o) DL to provide details re Skype to AC for leaflet.