

Minutes of PPG Meeting held Thursday 12th April 2018 at South Lewisham Group Practice

Present: A.C. (PPG Chair), C.B. (Secretary) D.C. (Committee) R. M-L. (Committee), G.G. (Committee), A.T. (Committee), J.G. (Committee), S.H. (Member), M. D- R. (Member), E.W. (Member), M. C.(Member), E.J. (Member), N.A. (Member), D. L.(Practice Manager), Dr S.P. (GP)

1. Welcome and apologies.

Committee Apologies: E.A-R, E.W.

Committee Absences: D.F.

NB: areas highlighted are for the action points

The meeting started at 2pm, this had to be transferred to the practice training room. The minutes of the last meeting were agreed and the Chair welcomed everyone and thanked them for coming along.

2. Minutes from previous meeting

3. Updates on action points from meeting Thursday 8th February 2018 as shown on minutes.

a. **CLINICAL PHARMACIST UPDATE** - Dr SP informed us that Emma Whale, the surgery Pharmacist has been carrying out medication reviews, particularly regarding patients with long term conditions, looking at prescription adjustments that can be made and advising/consulting with GPs and patients. As Pharmacist are more qualified with regards medications than GPs, if a patient has a problem with medication Emma will be able to look at all medications prescribed to that patient and possible side effects and advise. As newly into the role Emma will gradually be taking on more responsibilities to relieve the GPs.

b. **SAME DAY SERVICE (SDS) UPDATE** - Dr SP explained that when appointment list full, if needed, patients are able to be seen in the SDS for 5 minutes appointment only with the GP on duty in the service. It was stressed that this is **NOT** a walk in service and patients are now given appointment time slots of approx.1 hour. . DL explained that, as we are a large practice, patients will be seen but will need to wait, which is unfortunate, but this is because we are such a large practice. The SDS is under constant review and will need to be tweaked from time to time to make the service run smoother. This service is different from the Same Day Appointments (SDA) which has been in place for some time now.

c.d.e.f. **PATIENT SERVICE DESK / WAITING AREA REDESIGN/HUBS/INFORMATION BOOKS** - Dr SP said have agreement for portable tablets for a roving receptionist/care navigator at busy times to help cut queuing and they will be able to signpost patients, deal with forms etc. which tend to hold up a queue, but will not be for blood test results. A level of training will be required.

AC asked if, now the New Cross Walk- in Centre closed, the GP Extended Access Service appointments have now been extended, and improvements made as she understood from some patients that appointments have been difficult to get there now. Dr SP confirmed the New Cross Walk-in centre closure, and said the GP Extended Access Service has been improved in that appointments are now dealt with in time blocks, so staggering the times the appointment are released which has eased the system.

DL said that the waiting area furniture purchase is being considered and the plan is for some small tables but consideration has to be given to small children and accident risk. AC said she had emailed Dr SP & DL several designs taken from the web for ideas.

AC presented a sample of a draft information book she had set up for the members to peruse and comment on. Dr SP suggested perhaps doing a separate book for different ages and a more hardwearing cover. AC said may be difficult to separate information as come from other groups and organisations and due to the various overlaps of information available from would take a lot of time to sort and separate and would rethink.

- g. **DISABILITY TRAINING FOR STAFF** – AC said had networked a request for information and forwarded the relevant responses to DL who said so far it seems would need several different training sessions needed and still researching.
- h. **LEWISHAM PRIMARY CARE ACADEMY** - Dr SP said this is a collaboration of GPs working together to improve GP services and still as very new nothing yet to report.
- i. **HEATING REPLACEMENT AT THE SURGERY** – DL explained that the Surgery building is owned by the NHS and SLGP only lease part, with the Health Centre leasing the remainder. The building is managed by a property management company on behalf of the NHS, who unfortunately are notoriously poor in dealing with any problems. There was a major water leak under the building discovered 2 years ago and it has taken until now to get replacement heating. The new heating is now under way with new radiators throughout the building, and some areas will need redecoration after it has finished hopefully by end July.
- j. **LEWISHAM DEMENTIA PATHWAY UPDATE** - Dr SP said that the surgery are now involved and consulted about Dementia and Patients and a South Lewisham GP representative regularly attends meetings
- k. **PATIENT LIAISON OFFICER UPDATE** – DL said new staff now in place and being trained but as yet no one has been appointed as our new Patients Liaison Officer and she will continue until replacement appointed.
- l.m. **SURGERY WEBSITE UPDATE** – DL said due to staffing problems only have the Assistant Manager Pat doing the pc updating hence problems and delays. DC suggested the waiting room screen could show news which DL said could be done as the equipment had the technology but not the time or knowhow to adapt and may be costly.
- n. **MUSIC IN WAITING AREA RESEARCH UPDATE** – AT said had been researching and could be rather expensive but would pass on more information if needed. General discussion ensued and most did not agree as felt it could be intrusive and too loud.
- o. **NON ATTENDING COMMITTEE MEMBER** – AC explained had received an email from absent Committee Member EW stating that she was in ill health and as abroad did not know when would return. The committee wished her well and hoped to see her when she was back in circulation. AC suggested the **Constitution be changed to cover a Committee Members non-attendance without notification**, so could offer other members the place if needed. Short discussion took place. AC to liaise with other committee members re change of wording and with DL for new version to be added to website.
- p. **NEWSLETTER ITEMS** – AC said will be setting up the next newsletter shortly and again asked for all to look for items of interest.
- q. **PPG NOTICE BOARD UPDATING** – AC said DC and RL have agreed to monitor the PPG notice board by reception and ensure kept tidy and up to date and also ask at reception if anything in the PPG mail tray informing AC as needed.

4. Booking online/ talking to a doctor from member EJ

EJ said had been trying to book an appointment on line without success as has been no online appointments. DL said aware of problem and this is now being settled and should be back in a usable format.

5. Paper prescriptions from member JG

JG said understood that written paper requests for prescriptions are no longer accepted at the surgery. DL explained that patients must now nominate a local pharmacy and prescriptions will then electronically go direct to that pharmacy. Patients can order a repeat prescription on line through EMISS service, or make an arrangement with their designated pharmacy, who can then reorder as needed. This should reduce mistakes and waiting times.

6. AOB – Dr SP asked for ideas to support patients and provide information. He suggested that perhaps PPG could set up a 'café' area where patients could meet and talk, and felt this would help those who are lonely. General discussion took place as to where and how this could be done, & conclusion was a risk if in waiting area where hot drinks served. Possibly only sensible place would be the training room, which has a kitchen but is leased by the health centre and not the surgery. Queries too as to who would manage and run as volunteers hard to get. Nothing agreed.

Dr SP informed the group that South Lewisham, The Jenner Health Centre, and Bellingham Green surgery have formed a business partnership and will now come under the umbrella of Modality (website <https://modalitypartnership.nhs.uk>), a GP super partnership operating nationally in the U.K. There, doctors and health care professionals work hard to ensure that patients are number one priority. Modality are a "not for profit" organisation. Having the 3 surgeries operating together will make services more sustainable and affordable, and Modality will do some of the admin and also a website leaving staff to do a more specialised role.

The meeting was closed at 4:14 pm and AC thanked everyone for attending. Next meeting date will be June/July and to be arranged.

ACTION POINTS

- a. **CLINICAL PHARMACIST UPDATE - Dr SP/DL**
- b. **SAME DAY SERVICE (SDS) UPDATE - - Dr SP/DL**
- c. **PATIENT SERVICE DESK / WAITING AREA REDESIGN/HUBS - - Dr SP/DL**
- d. **INFORMATION BOOKS - AC**
- e. **DISABILITY TRAINING FOR STAFF - DL**
- f. **LEWISHAM PRIMARY CARE ACADEMY /MODALITY PARTNERSHIP - Dr SP/DL**
- g. **PATIENT LIAISON OFFICER UPDATE – DL**
- h. **SURGERY WEBSITE UPDATE - DL**
- i. **CONSTITUTION CHANGE – AC/DB & Committee**
- j. **NEWSLETTER ITEMS – All**
- k. **PPG NOTICE BOARD UPDATING – DC/ RL**