

Friends Road Medical Practice

Notes of Patient Participation Group (PPG) Meeting

Wednesday 9th September 2015

Patient Participation Group:

Dr Chris Wilcock, Karen Northwood, Mary Mitchell, Ken Lim, Jess Cox, Viv James and Sue Turnbull

Apologies: Matt James

Area Discussed:

- Minutes of previous meeting, which was attended by Practice representatives and Members of the PPG were approved.
- Members of the PPG were welcomed and introductions made (in person and electronically via e-mail communications).
- The terms of reference/purpose of the group were re-visited and it was agreed that we should continue as before and that proceedings should be kept as informal as possible. We will meet twice a year and will also communicate by email.
- It was agreed that the practice based patient survey should be repeated again during this year in order to assess the wider views of the practice population. A survey has been carried out annually since 2011/12 and it was agreed that this template should be used again so that comparisons/improvements can be measured. The survey covered topics such as Types of Access, Telephone Access, Appointments, Manner & Attitude of the Clinical Team and the Reception Team, Overall Satisfaction Levels etc. This survey is in addition to the National Patient Survey and the Friends and Family Test, which was introduced at the end of 2014.
- Following on from feedback that was received in the previous surveys we had already successfully introduced the ability to request repeat prescriptions on line and to also book appointments on line. Although the number of patients actually taking this up continues to be relatively low, those patients that are using the service are finding it very helpful. EPS, which enables prescriptions to be ordered and sent electronically between the GP and pharmacy, is going well. In addition to appointments and prescriptions on line a new change came in at the start of this financial year which enables patients to view certain aspects of their medical records, i.e. allergies, medications etc. We have updated our website to include information on this as well as a link to EMIS Access.
- The PPG commented on how nice it is to have two female doctors working permanently at the practice, i.e. Dr Gillian Landymore who took up the position in November 2014 and works 4 sessions over 2 days each week. This is in addition to Dr Nicolette Kaneza who works 7 sessions over 4 days each week. Both have become an integral part of the Team and their contribution is invaluable.

- The practice will shortly be preparing for the winter flu campaign, which always means that the practice is busy. This is particularly the case this year as there have been a number of changes and additions to other vaccination programmes, all of which are going well. Advertising materials will be displayed shortly and letters offering appointments will be sent out in due course. The target this year is 75% for our over 65s and our immediate priority areas will be the nursing and residential care home patients as well as those with chronic conditions such as diabetes etc.
- An update was provided in respect of the Care Quality Commission (CQC) Inspections and it was explained that all practices would be subject to an inspection before the end of September 2016. Although there is a reasonable amount of work involved in preparing for the inspection it was felt that this was a positive process as it enabled practices to demonstrate their compliance with a set of standards that confirmed that they were fit for purpose. Much of the written evidence is already in place as the practice has detailed protocols for all employment process, clinical systems, QOF/CQRS, Infection Control and general policies and procedures etc. The practice will however, ensure that all of the Team are involved in the process (as with obtaining Investors in People Champion Status) and can contribute their ideas and suggestions. Members of the PPG also agreed to be involved and depending on when the inspection takes place (we will be given 2 weeks' notice) are more than happy to speak to one of the inspectors either in person or on the telephone. This offer was welcomed and is appreciated.
- The practice continues to play an active role in the Croydon Clinical Commissioning Group (CCG) and in our East Croydon Network, which consists of 13 practices. Representatives of the practice, which includes a GP and the Managing Partner and/or the Operations Manager, attend Network Meetings once a month and this provides us with an opportunity to discuss and share ideas across our neighbouring practices. In addition to the Network Meetings there are also CCG Open Meetings which all practices are invited to attend. These are usually held every two to three months. As part of the Network we will continue to look at ways to effectively and appropriately reduce the burden on secondary care providers (hospitals) and in particular try to reduce the number of patients that inappropriately attend Accident and Emergency departments. The practice will continue to display posters and leaflets which signpost where patients should go if they are unwell. We will also continue to monitor and audit all of our practice specific attendances to see if we can alter behaviour through a more targeted patient education programme. Other areas that we are also going to focus on this year will include Diabetes and Alcohol. More information will be shared electronically once this becomes available.
- We are still keen to have a Practice Newsletter, perhaps on a quarterly basis and like this to be co-ordinated by the members of the PPG if possible? Some thought will be given to this and this will be discussed again.
- The practice continues to hold regular Multi-Disciplinary Team (MDT) meetings every month and these are proving to be really helpful in terms of improving the care for our patients. In particular we have an attached named Social Worker (Jessica) who has proved to be an invaluable addition to our extended Team and we are very grateful for the support that she has provided over the past year or so.

- We now have an attached a Cognitive Behavioural (High Intensity) Therapist from Croydon IAPT Psychological Therapies & Wellbeing Service. This means that patients, including those from other practices, can be seen locally rather than having to travel distances. The aim is that therapist will see approximately 3 of our registered patients and 2 from elsewhere once a week. This is still in a pilot stage but to date is proving to be a positive service, particularly in improving communication links between ourselves and the specialist service provider. The group will be updated on progress.
- The group were reminded that the CCG hold Quarterly Patient and Public Forums so that the views of patients and service users can be given. This will also be an opportunity to influence and shape the future direction of the services provided. The CCG site can be accessed by visiting <http://www.croydonccg.nhs.uk/> and selecting the Patient and Public Forum tab. This site holds a great deal of information including minutes of meetings and details of how to get involved. The practice would encourage the group to get involved.
- Other Business – it was acknowledged that we have a covered a lot in these meeting notes however; it was felt necessary in order to keep everyone up to date on practice issues and the many changes that have come our way. The group were thanked for their contributions and support of the practice.
- Date of Next Update – To be Confirmed