

Norbury Medical Practice - Patient Participation Group

Notes of Meeting held at 2.00pm on Monday 15th January 2018

Present

Dr Noureen Chaudery
Dr Kalpesh Shah
Mrs Sue Biggs
Mrs Kay Coles
Mr Syed & Mrs Chris Farouk
Mr Howard Hill
Mr Mike Phillips
Mr Mohammed Sheikh
Mrs Eunice Shepherd
Mr John Taylor

Apologies for absence had been received from Mr Ian Acaster, Mrs Bharti Doshi and Mr Rasik Shah.

1. Introduction.

MP welcomed everyone to the meeting and indicated that the main agenda items would be to discuss the following items:-

- Update on NHS proposals re items which should no longer be routinely prescribed in Primary Care
- Update on provision of WiFi in Health Centre
- Consideration of draft PPG Newsletter for January 2018 – copy attached.

2. Update on NHS proposals re items which should no longer be routinely prescribed in Primary Care

Up to now, Clinical Commissioning Groups (CCG) have been making their own decisions on giving prescriptions for Over-The-Counter medications. This makes it difficult for clinicians since they have to consider other factors since many patients may have exemptions from paying for prescriptions due to age, certain types of illness and low income. Until now Norbury Medical Practice has been looking at each patient case individually.

In the year prior to June 2017, the NHS spent approximately £569 million on prescriptions for medicines which can be purchased at less cost over the counter from a pharmacy and other outlets such as supermarkets. CCGs have asked for a nationally co-ordinated approach to the development of commissioning guidance in this area to ensure consistency and address unwarranted variation.

NHS England has partnered with NHS Clinical Commissioners to carry out a consultation with the intention is to produce a consistent, national framework for CCGs to use. Subject to the outcome of the consultation, the commissioning guidance will need to be taken into account by CCGs in adopting or amending their own local guidance to GPs in primary care.

The consultation was opened on 20th December 2017 and will close on 14th March 2018

Click on the following link to see further details on the consultation:-

<https://www.engage.england.nhs.uk/consultation/over-the-counter-items-not-routinely-prescribed/>

MP asked if we should consider making patients aware now of potential prescription changes. It was agreed that we should await the outcome of the public consultation and the subsequent decisions from NHS England before we were able to provide definitive information to patients.

MP proposed that we should wait until later in the year when we can discuss further at a PPG meeting and then if agreed, provide the information to patients through a Newsletter.

3. Update on provision of WiFi in Health Centre

It was understood that NHS Digital is working to make sure that everyone can access free WiFi in NHS sites in England. NHS WiFi will provide a secure, stable, and reliable WiFi capability, consistent across all NHS settings. It will allow patients and the public to download health apps, browse the internet and access health and care information.

Local Clinical Commissioning Groups (CCGs) and NHS trusts are responsible for choosing a supplier that can provide an NHS WiFi compliant system which suits their needs, and working with them to implement it across their local NHS sites

Whilst there may be good reasons why this has been proposed, MP considered that the provision of WiFi in the waiting area at the Health Centre could be disruptive to other patients and may conflict with the current advice to patients NOT to use their mobile 'phones.

MP asked what the current situation was in respect of the provision within Norbury Medical Practice and NC indicated that the current computer server is causing some problems at the Practice and she is speaking to the IT people concerned. KC said that the whole system is very slow at times. The PPG expressed their concern about the impact on the Practice should the current server fail. NC indicated that a new server has been approved and installation awaited. Until this is in place, the facility for WiFi will have to wait.

4. Consideration of draft PPG Newsletter for January 2018

The main concerns heard from patients are the difficulty in contacting the reception desk due to busy telephone lines and having to wait for an appointment. This complaint is not peculiar to Norbury Medical Practice but is a nationwide problem due to demands on the NHS. In the meantime, MP indicated that we continue to tell patient of the alternatives in order to take the pressure off the reception desk.

MP presented a draft Newsletter where it provided information to patients as to alternatives to waiting for an appointment with a GP (Three Before GP and the new Croydon Hubs which had been set up), and alternatives to telephoning or visiting the reception desk to make an appointment (by using On-Line access or the new Mobile App). The Newsletter also reminded patients about the need to cancel an appointment if no longer required.

KS indicated that some people are having problems with the new GP Hubs who just send the patient back to the patient's home Practice. New information is awaited about the GP Hubs before the draft Newsletter can be finalized and issued.

5. Any Other Business

The problem of Do Not Attends (DNAs) was raised and KC indicated that there was more of a problem with appointments with the Nurses, possibly because more of these appointments are pre-booked some time earlier. KS indicated that many DNAs are from patients who have booked their appointments on-line. Provided that the Practice knows the patient's mobile 'phone number, then they will be sent a text reminder of their appointment.

KC indicated that more patients are using the "postcards" to register their mobile 'phone number with the Practice and also their email address which will enable them to receive the Newsletter on-line and to use EMIS and the new Mobile App.

MP said that the Practice should continue to ask patients to provide their mobile 'phone numbers and email addresses as this would help with communication with patients. The "postcards" that had been printed inviting patients to share these details should continue to be handed out. It was agreed that the "postcards" would be made more visible at the reception desk by fitting some plastic display boxes.

ES indicated that some appointment letters from the hospital are not being received by patients. The patient then does not attend an appointments and the hospital then instructs the patient to obtain another referral from the GP. NC indicated that she is aware of this problem and is writing to the relevant people at the hospital to resolve this issue.

6. Date of Next Meeting

We normally meet on the third Monday of the month, to avoid the Practice meetings and it was agreed that we should convene the next PPG meeting on the third Monday in March 2018 – **Monday 19th March 2018 starting at 2.00 pm.**

Michael J Phillips
Chairman