

Norbury Medical Practice - Patient Participation Group

Notes of Meeting held at 2.00pm on Monday 21st May 2018

Present

Dr Kalpesh Shah
Mr Ian Acaster
Mrs Kay Coles
Mr Syed & Mrs Chris Farouk
Mr Howard Hill
Mr Mike Phillips
Mr Rasiklal Shah (Practice Manager)
Mr Rasiklal Shah (Pharm)
Mr Mohammed Sheikh
Mrs Eunice Shepherd
Mr Andrew Smith
Mr John Taylor

Apologies for absence had been received from Dr Noreen Chaudery and Mrs Sue Biggs.

1. Introduction.

MP welcomed everyone to the meeting and particularly our new members – Mr Andrew Smith who has rejoined the PPG and Mr Rasiklal Shah (Pharm).

By way of introduction for the new members, MP indicated that the PPG at Norbury Medical Practice had been established in November 2006 and he outlined the aims of the PPG as set out in our constitution:-

- To increase awareness of the Practice facilities and health issues for the benefit of the Patients of Norbury Medical Practice .
- To organise and provide lectures, forums, discussions and meetings for Patients of Norbury Medical Practice.
- To prepare and circulate a Newsletter to the Patients of Norbury Medical Practice.
- To raise sponsorship and/or funds as and when appropriate.
- To recruit Patients from Norbury Medical Practice willing to participate and contribute to various voluntary schemes agreed by the Committee as required from time to time.
- To receive comments from Patients and to provide feedback to the Practice.

The PPG met every two months on the third Monday of the month to avoid the Practice meetings which are held on the first Monday of the month. The meetings last for an hour, minutes are issued shortly after the meeting and agreed actions are progressed as required.

MP indicated that the main agenda items at this meeting would be to discuss the following items:-

- General Data Protection Regulation (GDPR)
- Newsletter
- Items no longer on prescription
- AOB

2. Discussion on General Data Protection Regulation (GDPR)

MP was sure that other committee members had, like himself, been swamped with emails from all sorts of organizations seeking their agreement that they were content for the organization to retain their personal details on a database and remain in contact with them.

This stems from the General Data Protection Regulation (GDPR) 2016/679 which is an EU law on data protection and privacy for all individuals and will apply from 25 May 2018.

MP took the meeting through a note that he had prepared from his observations on the GDPR:-

- Many of the GDPR's main concepts and principles are much the same as those in the current Data Protection Act (DPA) although the most relevant change for GP Practices is their role as Data Controllers under the GDPR.
- The GDPR applies to 'personal data'. This means data which relate to a living individual who can be identified from these data, or from these data and other information which is in the possession of, or is likely to come into the possession of, the Data Controller. Personal data include, for example, name or NHS Number.
- Practices retain responsibility for ensuring that access to confidential data in the Practice is subject to appropriate controls so that it can be accessed only by staff who are providing direct care to an individual patient. All Practice staff who have access to medical records as part of their role in providing direct care must have confidentiality clauses in their employment contracts.
- This does not generally require every patient to be informed directly but the ICO (Information Commissioners Office) expects reasonable attempts to be made to inform patients about how their medical records are handled. GP Practices therefore must provide information in the form of 'privacy notices', sometimes referred to as 'fair processing notices', to their patients.
- Every GP Practice must have at least one Practice Privacy Notice (PPN) addressing their data flows relating to direct patient care. This must be prominently displayed on the Practice notice board and prominently visible and readily accessible on the Practice website explaining that the Practice holds medical records confidentially and shares them with appropriate staff who are involved in providing direct care for individual patients. A notice or leaflet could also be given to patients when they register at the Practice (or periodically if changes are made).
- The ICO suggests that a layered approach can be used. This means the provision of basic information available from a variety of different settings and in different formats with signposts to more detailed information, for example, the Practice website or leaflet
- All Practices which provide services under an NHS contract are public authorities therefore it is mandatory that they designate, but not necessarily employ or retain, a Data Protection Officer (DPO) with knowledge of data protection law. Designation is a decision to be made by the Practice and the DPO is expected to monitor compliance.

KC indicated that the Practice had been in discussion re the GDPR and agreed that the Practice does not have to contact patients individually, but will place posters and notices (Practice Privacy Notice) in reception directing patients to Practice website etc and will provide hard copy to patients without access to IT.

KC will be emailing a Practice Privacy Notice to every patient for whom the Practice has an email address by Friday 25th May 2018.

At this moment, the Practice will be the Data Controller and it is likely that someone from the CCG (Clinical Commissioning Group) will be nominated as the Data Protection Officer.

The PPG patient members will **not** have access to patient data on the Practice IT system.

3. Newsletter

MP indicated that the last Newsletter was logged onto the Practice website and hard copies placed in the reception area, but unfortunately due to staff sickness, it was not sent to other patients for whom the Practice has an email address. MP proposed that since much of the content in that Newsletter remained significant, he would use it in the next Newsletter due in June 2018.

The next Newsletter would also bring the GDPR to patient's attention and refer them to the Practice Privacy Notice available on the Practice website or hard copies in the reception area.

4. Items no longer on prescription

The NHS has carried out a Public Consultation re items which should no longer be routinely prescribed in Primary Care, where the cost of buying the medicine over the counter would be much cheaper than the cost of the prescription to the NHS.

The NHS considers that putting a halt to the routine prescribing of medicines for conditions such as constipation, diarrhoea and athlete's foot, would save almost £100M to be re-invested in front-line services. The NHS Consultation has been completed – March 2018 – and the NHS has issued Guidance to Clinical Commissioning Groups re Conditions for which Over The Counter (OTC) items should not routinely be prescribed in Primary Care.

The recommendations cover 35 minor, short-term conditions, including dandruff, indigestion, mouth ulcers, travel sickness and coughs and colds. But there are exemptions including for patients where the clinician believes they will struggle to self-manage because of medical, mental health problems or "significant social vulnerability". The guidance also does not apply to long-term or more complex conditions who will continue to get their usual prescriptions.

However, as far as can be determined, the Croydon CCG has yet to provide guidance to Practices in Croydon and the BMA has warned GP's that they may be in breach of their contract if they refused to issue a prescription for treatment that they had recommended.

Further information is awaited.

NHS Minor Ailments Scheme

RS (Pharm) indicated that whilst not all pharmacies in England are part of the NHS Minor Ailments Scheme, some pharmacies may provide you with medicines for free on the NHS, as well as giving you advice and support about how to care for minor conditions yourself.

The medicines covered by the scheme are different depending on where in England you live, so you would need to talk to the pharmacy about what they offer. Anyone who doesn't normally have to pay for prescriptions from their GP – for example because they're under 16, over 60 or on benefits – is eligible for the scheme and will not need to pay for the medicine that the pharmacist suggests. However, if you do normally pay for your prescriptions, then you will still need to pay a prescription charge for any medicines your pharmacy recommends.

5. Any Other Business

RS (Practice Manager) spoke about patients who Do Not Attend (DNA). One patient had booked two on-line appointments and then did not attend either appointment. The patient has had a warning letter. Given that a patient has had the means to make an on-line appointment, it would have been very easy to log on again and cancel the appointment if they no longer required to attend. DNA's continue to be of concern and the PPG will carry on telling patients that if they no longer need an appointment, then they should cancel so that the appointment can be offered to another patient.

RS also reminded the meeting about the Extended Hours Clinic being offered at Brigstock Clinic to which patients need to be referred by the GP at Norbury Medical Practice (see attached)

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 July 2018 – **Monday 16th July 2018 starting at 2.00 pm.**

Michael J Phillips
Chairman

Do you require evening or Saturday appointments with a GP or Nurse?



In order to improve patient access, a new service has been set up by the Croydon GP Collaborative (CGPC) which gives greater flexibility to patients who are registered with the following Practices:

Auckland Surgery	Brigstock Family Practice	Brigstock & South Norwood Medical Partnership
Broughton Corner Medical Centre	Eversley Medical Centre	Fairview Medical Centre
Leander Family Practice	London Road Medical Practice	Mersham Medical Centre
Norbury Medical Practice	North Croydon Medical Practice	Parchmore Medical Practice
South Norwood Hill Medical Centre	South Norwood Medical Practice	Thornton Heath Medical Centre
Thornton Road Surgery	Upper Norwood Group	Valley Park Surgery

This service will be run from [Brigstock Family Practice](#) and will provide patients additional routine and same day appointments outside their normal Practice's opening hours. **Please note: - Patients will continue to be registered at their normal GP Practice as this does not alter their registration.**

Details of the Service

Appointments: - GP and Nurse Appointments can be booked by your own Practice up to two weeks in advance. The Doctors and Nurses you will see may not be your own so you will be asked to provide consent for them to view your medical records before an appointment will be given. If you are seeing the nurse for dressings, you must take those that your Practice has prescribed you as they may not have the ones you require. **Please note this is not a walk-in service for urgent care.**

Cancelling your appointment - If you are unable to attend your appointment it is important you let us know so we can offer it to someone else. You can do this by informing your own Practice during their normal opening hours or alternatively calling Brigstock Family Practice on [020 8689 7800](tel:02086897800)

Opening Hours : Monday – Friday 18:30 to 20:00 & Saturday 09:00 to 15:00

Location:

83 Brigstock Rd
Thornton Heath
Surrey CR7 7JH

Bus Routes: 198,
250, 450

Parking - available in
the areas surrounding
the premises

Rail - 0.3miles from
Thornton Heath
Station.

