

# **Norbury Medical Practice - Patient Participation Group**

**Notes of Meeting held at 2.00pm on Monday 16<sup>th</sup> September 2019**

## **Present**

Dr Noureen Chaudery  
Dr Kalpesh Shah  
Mr Ian Acaster  
Mrs Sue Biggs  
Mrs Kay Coles  
Mr Howard Hill  
Mr Mike Phillips  
Mr Rasiklal Shah (Practice Manager)  
Mr Mohammed Sheikh  
Mrs Eileen Stewart  
Mr John Taylor

Apologies for absence had been received from Mr Rasiklal Shah (Pharm), Mr Andrew Smith, and Mrs Eunice Shepherd.

## **1. Introduction.**

MP welcomed everyone to the meeting which he said was the 77<sup>th</sup> meeting since the PPG had been set up in September 2006.

In particular he welcomed a new patient member - Mrs Eileen Stewart who is attending her first meeting, and also Gill McLoughlin who is a "Social Prescriber/Worker and is working for two days a week at the Practice. MP explained the purpose of the PPG and hoped that they would find it useful to hear about our support to the Practice.

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

- Support for Carers
- The new Practice Website
- The next Newsletter
- Update on the NHS Diabetes Prevention Programme.

## **2. Support for Carers.**

MP invited Gill to describe the work that she will be doing at the Practice. Gill explained that she will be speaking to Patients and Carers, who need help with Dementia, form filling for various benefits, Powers of Attorney, and any worries that the Patient or Carer may have and to give advice as to what is available to help in these situations.

This should take the pressure off the GPs, who only have 10 minute consultation slots, and who may now refer the patient/carer to a Specialist Social Worker within the Practice for longer discussions. Gill indicated that she will be running a Carers Association Meeting on Thursday 14<sup>th</sup> November 2019 at 11.00am at the Practice. Posters have already been printed. Gill then indicated that she will be running regular monthly meetings after that. Gill indicated that she is already assisting the GPs with Patients that require more time to help with their care problems and also helping with the care of young Patients.

MP thanked Gill for her presentation and said that he would attach a copy of the poster advertising the event on Thursday 14<sup>th</sup> November to the minutes of this meeting, and would also copy the poster into the next PPG Newsletter due for issue in October next month. The Newsletter is emailed to over 1,000 patients and this would help in promoting the event.

### **3. The new Practice Website.**

Mr Rasiklal Shah (PM) had indicated at the last PPG meeting that the Practice was considering a new website, and had proposed two options. Links to these had been included in the minutes of the last meeting for committee members to try for themselves.

RS indicated that the preferred new website has now been chosen and illustrated the potential layout of the new website. The PPG agreed that the new website was well laid out and looks easy to use. The Practice has to give three month's notice to the existing website provider. The domain name will remain the same – as NORBURY HEALTH CENTRE – and it is hoped that the new website will be up and running in December 2019/January 2020.

### **4. Next Newsletter.**

MP tabled a draft Newsletter that he proposed should be issued in October 2019. The primary item is to encourage the take-up by patients of this year's 'flu jab. It was also thought that parents should be encouraged to have their children vaccinated as appropriate, and the draft Newsletter includes a section on this topic. NC indicated that letters are sent to parents to have their children vaccinated but the additional publicity in the Newsletter is helpful.

ES commented from experience that many childhood diseases (eg polio, measles) could potentially have serious complications and that parents should have their children vaccinated as appropriate and ignore the false rumours that are frequently circulated.

The draft Newsletter has spare space and MP asked if the committee thought of any other topics that could be included. As discussed in para 2 above, it was proposed that a copy of the poster promoting the Carer's event could be included in the Newsletter.

MP passed a copy of the draft Newsletter to the PPG members and asked if they any comments etc., then to let him know asap.

### **5. Update on the NHS Diabetes Prevention Programme.**

RS (PM) reported that the NHS Diabetic Protection Programme (NHS DPP) are seeing patients on a one-to-one basis on Wednesdays. They are hoping to have group meetings of 30 or more but this may not be possible at this Practice.

NC indicated that GPs are seeing more Diabetics. HH and RS (Pharm) will try and organise another Diabetic Advice Stall in the New Year. HH to liaise with RS (Pharm) and RS (PM).

### **6. AOB.**

KS indicated now that the Practice employs specialist staff to assist patients, like Gill the social prescriber, patients should remember that it is on an appointment basis.

The Care Quality Commission (CQC) are now doing 'phone checks on Practices. Norbury Medical Practice expects their checks later in September 2019. If required, the CQC will then visit the Practice. At this moment, there are a lot of changes within the organisations that the Practice deals with.

KC reported that there had been problems when patients had left repeat prescription re-ordering in the hands of pharmacists for over-ordering to occur. Hence the Practice has decided that it will no longer accept repeat prescription requests from pharmacies. Instead, patients will need to make further requests themselves by using the tear-off slip on the right hand side of the computerised prescription slip which can be handed in at the reception or posted to the surgery. Repeat prescriptions can also be ordered online once the patient has registered for this service. Note that a REPEAT PRESCRIPTION REQUEST WILL NOT BE ACCEPTED BY TELEPHONE unless the patient is housebound, as serious mistakes can happen in taking messages on the phone. This information will be included in the Newsletter.

**7. Date of Next Meeting**

We normally meet every two months, 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 November 2019 – **Monday 18<sup>th</sup> November 2019 starting at the usual time of 2.00 pm.**

Michael J Phillips  
Chairman

*If you care, we care!*

NORBURY MEDICAL PRACTICE

# **DO YOU LOOK AFTER SOMEONE?**

***YES? THEN WHY NOT JOIN OUR  
NEW CARERS SUPPORT GROUP.***

FIRST GROUP AT NORBURY HEALTH  
CENTRE  
14TH NOVEMBER  
11:00-12:30

PLEASE LET RECEPTION KNOW IF  
YOU'RE INTERESTED.