

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

**Notes of Meeting held at 2.00pm on Monday 18<sup>th</sup> November 2019**

## **Present**

Dr Noreen Chaudery  
Dr Kalpesh Shah  
Mr Ian Acaster  
Mr Ali Hassan Ali  
Mrs Kay Coles  
Mr Howard Hill  
Ms Gill McCaughin  
Mr Mike Phillips  
Miss Nasra Rajah  
Mr Rasiklal Shah (Practice Manager)  
Mr Rasiklal Shah (Pharm)  
Mrs Eunice Shepherd  
Mrs Eileen Stewart  
Mr John Taylor

Apologies for absence had been received from Mrs Sue Biggs, Mr Mohammed Sheikh and Mr Andrew Smith.

## **1. Introduction.**

MP welcomed everyone to the meeting which he said was the 78<sup>th</sup> meeting since the PPG had been set up in September 2006.

In particular he welcomed two new patient members – Miss Nasra Rajah and Mr Ali Hassan Ali who are both attending their first meeting. MP invited the group to introduce themselves around the table for the benefit of the new members. MP circulated an up-to-date list of the group members that now included the full complement of 12 patient members.

MP re-iterated the purpose of the PPG and hoped that the new members would find it useful to hear about our support to the Practice. We have meetings every 2 months on the third Monday of the month at 2.00pm. The meetings are normally limited to one hour.

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

- Report on Carers Association Meeting on Thursday 14<sup>th</sup> November
- Report on the 'phone checks (and possible visits) by the CQC
- Update on the 'flu jab programme
- Any Other Business

## **2. Report on Carers Association Meeting.**

For those who were at the last PPG meeting on 16<sup>th</sup> September 2019, we had a short presentation from Gill McCaughlin who is a "Social Worker/Prescriber" and is working for two days a week at the Practice. Gill is now working with Patients and Carers, who need help with form filling for various benefits, Powers of Attorney, dementia and any worries that the Patient or Carer may have, and to give advice as to what is available to help in these situations. The aim was to take the pressure off the GPs, who may now refer the patient/carer to a Specialist Social Worker within the Practice for relevant support.

Gill reported that she had held a meeting for Carers on Thursday 14<sup>th</sup> November 2019 at 11.00am at the Practice when 11 people had attended – 2 males and 9 females. She had talked to them about DHSS Benefits, and Lasting Power of Attorney. The meeting was very positive with a lot of interchange of ideas. Gill indicated that she was considering arranging further open meetings on a regular basis. Some patients have now made individual appointments, needing privacy to discuss personal issues.

MP asked if the NHS provided additional funding for Social Prescribers and NC confirmed that the Practice receives the appropriate funding.

Gill is clearly meeting a need in helping patients to deal with other agencies about relevant matters and MP indicated that the PPG would be pleased to help in whatever way it could. It was agreed that Gill would liaise with MP re information that she would like to include in the PPG Newsletter.

### **3. Report on the 'phone checks by CQC.**

It was indicated at the last PPG meeting on 16<sup>th</sup> September 2019 that the Care Quality Commission (CQC) were expected to carry out a 'phone check on the Practice in September 2019. MP asked if this was the sort of pre-arranged call where the CQC Inspector took the GP through a series of questions to determine information on the services provided by the Practice.

NC indicated that the CQC had carried out their annual 'phone check to confirm the services provided by the Practice, and seemed satisfied with the Practice. This check does not re-grade the overall rating of "Good" received in May 2017 which can only be done by a visit.

### **4. Update on the 'flu jab programme.**

Following the discussion at the last PPG meeting on 16<sup>th</sup> September 2019, MP had prepared a Newsletter that he proposed should be issued in October 2019. The primary item was to encourage the take-up by patients of this years 'flu jab. KC had emailed a copy of this Newsletter on 7<sup>th</sup> October 2019 to all patients for whom the Practice held email addresses. MP thanked KC for dealing with this so promptly. In addition, hard copies of the Newsletter are made available in the reception area for patients to take.

MP invited RS (PM) to update the PPG on how the 'flu jab programme is progressing, and he indicated that the uptake for over 65's was a 4.6% increase over this time last year. The uptake for under 65's was a bit lower than this time last year. KC indicated that some patients for whom the practice has their mobile 'phone number and who have yet to have a 'flu jab are being targeted by 'phone text. Mobile 'phone texts are working well with appointment reminders etc. There has been a backlog of 'flu jabs for 2 and 3 year old children since the NHS did not release the relevant stock of vaccine until recently.

MP asked if the Practice was informed by pharmacies should any patients have chosen to ask the pharmacy to give them a 'flu jab rather than attend the Practice. RS (PM) confirmed that pharmacies do inform the Practice, to ensure that the Practice records are complete.

### **5. AOB.**

MP circulated a draft of the PPG Constitution that needed to be updated, since it has not been reviewed for 5 years. Will be on the agenda for approval at the next PPG meeting

Nasra asked where the PPG Newsletters were displayed in the reception area for patients to take and suggested that perhaps if they were displayed next to the check-in screen, then more patients might take a copy. MP will liaise with RS (PM) re fixing a new plastic holder for the Newsletter.

NC passed a document to MP indicating that the CCG (Clinical Commissioning Group) has requested for information to be circulated to patients to help reduce medicine waste. MP said that the relevant link could be included in the next PPG Newsletter:-the link brings up a video :- [Reducing Medicine Waste](#)

RS (PM) reported that all the computers in the Practice have been upgraded and the system now offers a faster connection.

RS (Pharm) indicated that he would be liaising with HH re the Diabetes Prevention Programme.

### **6. 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 January 2020 – **Monday 20<sup>th</sup> January 2020 starting at the usual time of 2.00 pm.**

Michael J Phillips  
Chairman