

Norbury Medical Practice - Patient Participation Group

Notes of Meeting held at 2.00pm on Monday 20th January 2020

Present

Dr Noureen Chaudery
Dr Kalpesh Shah
Mr Ian Acaster
Mr Ali Hassan Ali
Mrs Sue Biggs
Mrs Kay Coles
Mr Howard Hill
Mr Mike Phillips
Miss Nasra Rajah
Mr Rasiklal Shah (Pharm)
Mr Mohammed Sheikh
Mrs Eunice Shepherd
Mr Andrew Smith
Mrs Eileen Stewart
Mr John Taylor

Apologies for absence had been received from Gill McCaughin and Rasiklal Shah (Practice Manager).

1. Introduction.

MP welcomed everyone to the meeting which he said was the 79th meeting since the PPG had been set up in September 2006.

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

- Update on Children's vaccinations
- Update on the Diabetes Prevention Programme
- Review of PPG Constitution
- Next PPG Newsletter
- Any Other Business

MP circulated an agenda with an up-to-date list of the group members that now included the full complement of 12 patient members.

2. Update on Children's vaccinations.

MP had heard from one of his neighbours whose children go to school in Wandsworth, that there is an epidemic of measles in that area. MP had also seen that the anti-vaxx film backed by disgraced doctor Andrew Wakefield is to be shown at a council-owned premises in Notting Hill.

The last PPG Newsletter sent out in October 2019 include a half-page on children's vaccinations and indicated that parents are normally sent an appointment letter when their baby or child was due for a routine vaccination. MP asked for an update on children's vaccination at the Practice and asked whether the Practice would like the PPG to include further information in a Newsletter to patients?

NC indicated that the Practice has the latest data for the Croydon area. Our Practice is in the middle band for vaccine take up. The Practice is proactive, & tries to supply the information to targeted patients.

However, it would be a good idea to put something in the Newsletter about vaccination, and MP said that he will discuss with the Practice about what to include in the next Newsletter.

KS indicated that the Practice will provide more information about vaccinations for use in the Newsletter.

3. Update on the Diabetes Prevention Programme.

RS (Pharm) had indicated at the last meeting that he would be liaising with HH re the Diabetes Prevention Programme, and MP invited RS/HH to provide an update.

HH & RS (Pharm) have agreed that the date for the next "Diabetes stall" at the Practice to be Wednesday 4th March 2020. MP proposed rather than bury the date for this in the Newsletter, that he would liaise with KC to launch a dedicated email to the Virtual Patient Group at the beginning of February which should be sufficient notice to patients to visit the "Diabetes stall".

HH to liaise with KC & RS (Man) a week before the 4th March to arrange final details.

4. Review of PPG Constitution.

MP mentioned his involvement for many years as a school governor where the governing body was responsible for staff interviews and in one instance for dismissal of a member of staff. The governors also managed the budget, through the school treasurer, and had to produce annual accounts. It was important to define the remit of the PPG which was clearly not the same as a school governing body for instance, since the PPG was not involved with financial issues nor staffing matters at the Practice.

MP explained that there are TWO Patient Groups:-

1. The "Patient Group Committee" made up of 12 patients plus Practice Staff as per the draft Constitution circulated at the last PPG meeting and a further hard copy tabled at this meeting.
2. The other Patient Group that any patient can join, by signing up on the Practice website, is a "Virtual Group" made up of over 2000 patients who have given their email address to the Practice. This enables the Practice to maintain a database of patient email addresses in order to circulate copies of the PPG Newsletter etc. and to send circular emails re forthcoming events. The database is strictly limited to access by the Practice and not available to the PPG Committee.

The primary objectives of the PPG are defined within the Constitution of the Group Committee. Since the constitution has not been reviewed for 5 years, the PPG needs to consider whether it needs to be updated and MP invited the meeting to endorse the draft as tabled. This was agreed by this meeting but would not be posted on the Practice website.

5. Next PPG Newsletter.

MP reminded the meeting that it had been previously agreed that in order to reduce pressure on the reception desk, we should encourage patients to use on-line etc for booking appointments. MP said that we had done this and probably maximised the use of on-line bookings for appointments. When MP had checked this morning, there were zero on-line appointments being offered. Hence there was no point in promoting the use of on-line appointments for the time being in the Newsletter.

However, we should still encourage patients to order repeat prescriptions on-line and to use the Electronic Prescription Service. Hence MP had drafted the next Newsletter with one page devoted to Prescription Requests, Reducing Medicine Waste and the Electronic Prescription Service.

MP had had a meeting with Gill McCaughin and she had asked if we could use the Newsletter to promote various matters with which she is keen to advertise to patients. Hence MP had used the second page of the next Newsletter to tell patients about the proposed Shopping Bus. MS and AS asked who sponsors the bus but this is not known at present. Initial aim is to determine patient interest.

MP tabled a draft copy of the proposed Newsletter for January 2020 and asked if the PPG could read and let him have any comments by Friday 24th January so that we could ask KC if she could issue during the last week of January 2020.

NS had asked at the last meeting where the PPG Newsletters were displayed in the reception area for patients to take and had suggested that perhaps if they were displayed next to the check-in screen, then more patients might take a copy. There is an outstanding action on MP to liaise with RS (PM) re fixing a new plastic holder for the Newsletter.

AS asked if it was possible for the Newsletter to be displayed on the monitor screen in the reception area, as well as the copy sent out by email to the Virtual Group, so that the Newsletter may be seen by as many patients as possible. KC indicated that this would have to be looked into by someone that deals with IT at the Practice.

6. Any Other Business

NC indicated that new GPs are going to other countries and it is difficult to get new GPs to stay. The Practice is trying to get new GPs to stay with us, as that is best for patients so that they can see the same GP each time, although this may not always be possible.

The Practice has to prioritise patients at some times due to availability of medical staff. The priority status is as follows:-

GREEN Full staffing. Patients can be seen with appointments, and walk-ins.

AMBER Less staff. Patient prioritising. Some patients may not be seen, or appointments re-scheduled for another day.

RED Emergencies only. The Practice is looking into ways of keeping patients informed of this. KC will inform the PPG when this happens. Once this is done, information may be put in the next PPG Newsletter.

ES commented that recently the telephone system placed her in the queue for 40 minutes. The system advised her that she was number 2 in the queue, then moved her down to number 5 in the queue. AS and HH said that they have also experienced this. KC indicated that she would look into this.

JT thanked the doctors and staff for their caring. The general consensus of the PPG is that the Practice is extremely concerned for all of the patients, and the PPG thanked the Practice for their efforts.

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 March 2020 – **Monday 16th March 2020 starting at the usual time of 2.00 pm.**

NOTE: Due to domestic circumstances, the next meeting due to be held on 16th March has been cancelled and the next meeting will now be on the third Monday in May 2020 – Monday 18th May 2020 starting at the usual time of 2.00 pm.

Michael J Phillips
Chairman