

Norbury Medical Practice - Patient Participation Group

Notes of Meeting held at 2.00pm on Monday 20th May 2019

Present

Dr Noureen Chaudery
Dr Kalpesh Shah
Mr Ian Acaster
Mr Mike Phillips
Mr Rasiklal Shah (Practice Manager)
Mr Rasiklal Shah (Pharm)
Mr John Taylor

Apologies for absence had been received from Mrs Sue Biggs, Mrs Kay Coles, Mr Syed & Mrs Chris Farouk, Mr Howard Hill, Mr Mohammed Sheikh, Mrs Eunice Shepherd and Mr Andrew Smith.

1. Introduction.

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

- Feedback on the Diabetic Information Stall at the Health Centre on Friday 5th April 2019.
- Health & Care Partnership presentation at last PPG meeting on 18th March 2019.

2. Feedback on the Diabetic Information Stall

Mr Rasiklal Shah (Pharm) reported on the stall that he and Howard Hill had set up at the Health Centre on Friday 5th April 2019 providing information on Diabetes prevention. The GPs were referring at risk patients to the stall and RS & HH were also dealing with 'walk ins'. It is estimated that they saw between 50 to 80 patients and the benefits of diet, exercise and a moderate lifestyle were discussed. RS & HH also gave out copies of the latest Diabetes Newsletter and other literature.

The patients gave good feedback and were pleased to have had the opportunity to discuss Diabetes and prevention. It was thought that this could be repeated say every 3 months, and many thanks were given to RS (Pharm) and HH for their efforts. In the meantime, a meeting is being arranged with the NHS Facilitators to discuss the Diabetes Prevention programme.

3. Health & Care Partnership

Further to the presentation at the last PPG meeting on 18th March 2019 re the Health & Care Partnership, there was nothing new to report.

4. Any Other Business

Text messages.

It had been reported that a credit limit on sending text messages to patient's mobile 'phones had inhibited reminders being sent to patients re forthcoming appointments etc. It was understood that this had now been resolved.

Primary Care Networks.

NC spoke about the initiative to establish Primary Care Networks. PCNs are groups of GP practices working more closely together, with other primary and community care staff and health and care organisations, providing integrated services to their local populations. From April 2019, individual GP practices will be able to establish or join PCNs covering patient populations of between 30,000 to 50,000. There are currently 11 PCNs in Croydon.

National release of the NHS App.

NC indicated that NHS England has recently released the NHS App on app stores across the country. It is currently being rolled out across England and is due to be available in all GP practices by July 2019. We hope that in Croydon the app will be available from May 2019.

The NHS App is central to the NHS Long Term Plan's vision of creating a consistent 'gateway' for patients to use digital to access NHS services. It currently enables people to:

- check their symptoms
- use NHS 111 online
- book and manage appointments at their GP practice
- order repeat prescriptions
- securely view their GP medical record
- connect to the national data opt out process and the national organ donor register

HH has been asked if he would download it & 'test drive' it so that he could report on the new NHS App at the next PPG meeting.

New PPG members.

The Constitution for our PPG sets out that the total number of Patient members of the Committee shall not exceed 12. Our meetings would benefit from new patient members being invited to join the PPG, particularly to demonstrate that the PPG is representative of the patient population. To be progressed.

PPG Newsletter

The Newsletter which is written about every 2-3 months is intended to inform the patient population of any matter that the PPG considers they should need to know. It is emailed by the Practice to about 1,000-1,200 patients for whom the Practice holds their email address. In addition, paper copies are made available in the plastic holder above the water fountain in the reception area. However not many patients see the holder with copies of the Newsletter and MP proposed that the plastic holder (or a new holder) be fixed to the wall next to the touch screen where patients log in. This might help improve distribution of the Newsletter.

5. 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 July 2019 – **Monday 15th July 2019 starting at the usual time of 2.00 pm.**

Michael J Phillips
Chairman