

Forest Hill Road Group Practice: Patient Participation Group Meeting 5th April 2018

Minutes

Present:

Patients; Tina Thorpe (chair), Jenny Wickham (minutes), Gerry Armstrong, Sue Wright, Leon Fergusson, Chris Hyett, Irene Green

Staff: Dr Burton Brown, Dr Main, Olu Bankole (Practice Manager), Roksana Kalisz (Operations Manager)

Apologies: Joan Mclvor

1. Tina Thorpe, Chair, welcomed participants and introduced new staff: Olu Bankole has just started as the new practice manager. Roksana Kalisz has now become the Operations Manager.

It was decided that appointment of the Vice-chair would be deferred to the next meeting.

Minutes and Matters Arising: falls prevention will be put on the agenda for the next meeting.

2. CQC Report: Dr Main and Dr Burton-Brown reported that the Practice has passed its re-inspection, is now rated 'Good', and is no longer in special measures. The final CQC report will be on the website soon. The Practice will not need re-inspection for up to 5 years. Congratulations to all those who worked to improve the Practice. Dr Main explained the things that had been done to improve the Practice and mentioned that responses had had to be made to local MPs to whom patients had complained.

Two new doctors start soon, one in April and one in May, who will provide a total of 10 sessions (10 half days) between them. This will improve the ratio of male doctors. Two new receptionists start soon. Rachel, the pharmacist, is leaving, but Leslie remains and there is no need for another pharmacist at this time. Staff specialisms could be noted in the newsletter and on the Practice website.

The Practice list has not declined over the last year and currently stands at around 12,600 patients.

3. A discussion on appointments and the telephone system: there is frustration at long phone-line waits (due to variable numbers of receptionists being available), and eventually the phone line system will be improved – this is to be discussed at the October PPG meeting.

Appointments may only be available very far ahead (the national average wait for an appointment is 3 weeks). More doctors will lead to more routine appointments being available, plus more on-the-day appointments (40-50 per day – at the moment children and the elderly are usually seen on the day, and all others are phoned).

Patient appointments can be difficult to manage if patients raise a lot of different issues during a 10-minute appointment.

SELDOC runs the out-of-hours service but can also generate a long wait and the Practice has no role in SELDOC's management.

The Lister Health Centre is good for urgent appointments and can do urgent referrals.

4. Feedback:

- The FHR Practice feeds into Locality PPG meetings (meeting 6 times per year) – these give local information and feed into Locality boards
- Minor eye conditions can now be treated in some opticians – feedback later in the year would be welcome from anyone who has used this service – Woodfall's on Lordship Lane is our nearest one offering this.
- Notes on the Diabetes Workshop were distributed – there may not be enough people to make a support group work, but information for diabetics could be posted on the website
- Care co-ordination: there is a move to integrate health and social care: patients will get a holistic review from a nurse followed by a care plan – this new system is still developing.
- The 8-8 service contract based at the Lister is currently up for renewal; in addition some other GP practices there are closing or merging. It is anticipated that when the new Dulwich Hospital opens, the 8-8 service will move there. However there may be some extra capacity to maintain an 8-8 service at the Lister also.

5. Queries about SELDOC should be raised at the next Locality PPG meeting to raise issues for the CCG.

6. June is Patient Participation Group Awareness Month – we need ways to inform and encourage a wider variety of patients to get involved – better publicity in the surgery and possibly a poster in local pharmacies

Future meeting dates:

7th June 2018 – meeting on Men’s Health, to discuss items such as prostate issues, men’s mental health, how to facilitate men’s care

18th October 2018 – Adult Mental Health