

Forest Hill Road Goup Practice

Minutes of the Patient Participation Group Meeting 25 Apr 2019

Present

Patients: Tina Thorpe (Chair), Triloki Mehrotra, Irene Greene, Jean Lawrence, Sue Boreham, Gerry Armstrong, Peter Brien, Chris Hyett, Tim Bradley, N McAuliffe, Sue Wright, Derek Hunter, Joan McIvor, Jean Lawrence

Staff: Dr Main, Dr Burton-Brown, Roxana Kalisz, Augustina

Introduction

During the introduction participants were reminded of the ground rules and how to receive emails about future meetings.

Minutes of the previous meeting

The minutes of the previous meeting of 7 Feb 2019 were approved.

The appointments system

A patient asked for an update on the appointments system.

Dr Main said they now have not just on the day, and or one or two weeks ahead appointments, but have added other times also such as 3 or 10 days ahead. They have reduced the acute slots and increased the routine slots, so they have lost telephone appointments. They have added more telephone appointments now. There is still a triage system. They are advertising for an extra nurse practitioner. E consult is now live for non urgent information. They have reduced the number of incoming lines so patients may get an engaged tone rather than be in a queue.

Tina asked if the appointments still get taken quickly. Roxana said they still go quickly. Tina asked if the practice could phone back to a patient who failed to get an appointment. Dr Main said they have always had about 900 appointments per week, so there is not much they can do.

A patient pointed out that the recorded message doesn't point out that you can only book two weeks in advance. She had been phoning from overseas and was in the queue for a long time.

Roxana said that they were advised not to put any more information in the recorded message.

A patient pointed out that some people cant phone for say 30 minutes at 10am because of their work.

A patient asked what happens if a GP cant come to work eg if they are sick? Dr Main explained that the practice would phone or send SMS to the patients that were booked to see that doctor. He asked if its possible to get an appointment with a specific doctor even in 4 weeks time. Tina pointed out that the practice is trying different approaches to satisfy demand.

Augustina said that they have 6 people answering the phones but that many patients want to speak for around 15 minutes. Tina asked if it would be possible to have one option for patients who want to book an appointment, and another option for patients who need to discuss something.

Roxana and Dr Main pointed out that patients can cancel appointments by text message

Irene mentioned that she has raised a complaint about an email about patient access which looked like it could be a spoof email.

Dr Main said that Southwark CCG is deploying software to help practices to flex their resources to suit the needs of the patients.

Self referral / Self management

Dr Main spoke about self referral systems.

- Pharmacy first. Getting advice from the pharmacist about minor ailments. There are leaflets at reception. The practice is not supposed to prescribe medicines available without prescription
- Counseling and psychotherapy. AIPT is a system for self referral. On line only. Econsult tells you how to do it.
- E consult is available via the FHRGP web site. It asks questions about your condition and recommends particular action. For non-urgent issues.
- Minor eye conditions scheme. Local optometrists can deal with eg dry eyes. Nearest is Woodalls in Lordship Lane. They can issue advice and eye drops
- Drug and alcohol services. These are self referral only
- Podiatry. For non-urgent issues.

A patient said that he had been mapping local social prescribing facilities such as parks, coffee mornings. This allows the doctor to tell where the nearest facility is for a given patient. He pointed out that 25 to 33% of patients don't need medical treatment but need something such as exercise or social contact.

Dr Main pointed out that group practices will be put into social care networks to enable social prescribing. There will be dedicated prescribers and pharmacists.

Augustina said she would work with the patient about this

- sexual violence
- Safe and independent living

The practice will start using the NHS app. Patients will be able to register themselves without involving the surgery. The functionality will increase over time

Tina said that a new GP contract coming out. Patients can attend a meeting about it. 8 May 5:30 pm. Need to sign up on event bright. In Cambridge Hs Walworth Rd

Tina said there is locality PPG on 14 May in Walworth Rd. Anyone can attend. We can ask about what other practices are doing.

Future meetings 13 June, 12 Sept. Tina asked if there are any suggested topics.

A patient made a comment that a personal touch is needed, eg for patients with a terminal illness. Augustina pointed out that they have a palliative care register.

It was agreed that one of the main topics for a future meeting will be palliative care and terminal illness

Tina announced that she will no longer be chair as she is moving to another practice.