



Forest Hill Road Group Practice Patient Participation Group Meeting			
September 2014			
Date and Time	18/09/2014, 18:30	Minute Taker	Ruby Homawala (Patient)
Location	Forest Hill Road Group Practice	Date Published	
Chair	Elizabeth Rylance-Watson (Patient)	Date Approved by FHRGP PPG	

Agenda Item	Discussion
Introductions with introduction to agenda (attendance sheet)	<p>The Chair introduced herself and gave an overview and context of agenda items. All those present were requested to sign in and introduce themselves. Elizabeth introduced Fiona, (Receptionist) whose role has been expanded to include support for our PPG. Those present were asked to note that the Development of Terms of Reference of the PPG had not been forgotten. The CCG has developed a one-page draft and more information has to be gathered, research has to be done using the National Association for Patient Participation (NAPP) website and Elizabeth undertook to have a draft for consultation and scrutiny before long.</p> <p>She recorded the meeting's appreciation and thanks to Ruby Homawala for her writing of the previous minutes which captured so accurately and fully the presentation and discussion on 'care.data', a major item of the 24/04/2014 meeting.</p>
Agree Minutes and follow up actions	<p>The Minutes of the meeting on 24/04/2014 were agreed with the following amendments and discussions:</p> <p>Elizabeth mentioned that updates on Care.data, which formed the main part of the last meeting, were not available as they had not yet been published.</p> <p>Tina drew attention to the 'date of the next meeting' which had been changed on subsequent drafts and was not what had been agreed in advance. The meeting was informed that the date had to be changed as several other meetings including the SCCG AGM were planned for the original date. Members may not have been informed of the new date promptly as there had been a change of staff and other extenuating circumstances. Any amendments were put on the website as soon as possible.</p> <p>The meeting agreed the minutes with the clarification that 'Date of next meeting' should read '11th September' 2014</p> <p>Tina also criticised the Colours on the Website. They were difficult to read. Isabelle will ask the website manager to check that.</p> <p>Elizabeth flagged up the 'Medications Questionnaire'. The issue of medication management and mismanagement was very important, and anyone with any thoughts and questions which could form a questionnaire for our Practice should let the Practice know. 16% of unplanned admissions to A&E were due to poor management of medicines. Isabelle mentioned that a representative</p>

	<p>from the Pharmacy Needs Association would be coming to speak to patients and find out their needs. One of the members present mentioned how important it was to help older people in the community with their Medications.</p>
<p>Feedback from South Southwark Locality PPG 24th June 2014</p>	<p>The CCG has had staffing changes so none of their minutes are available.</p> <p>Robin Burgess who spoke to our Members in April did the same at the Locality Meeting and got the same reaction from all Practices. There was real concern as to who controls our Data.</p> <p>As partners, it is important to be alert that the Hospital Provider is very careful with our data. We have a Frame of Law that has been put in place that allows fragmentation of records.</p> <p>The EPEC Election has been postponed and may take place in September.</p> <p>Delia will go to the next Locality Meeting on 30th September to represent our PPG.</p>
<p>Commissioning Update</p>	<p>Dr Scorer explained the way GP Services will be organised: all GPs had to offer Core Services and there would be additional services which might not be offered by all GP Practices. The CCP says that wherever you are registered, you would get the same services, not necessarily at your own GP Practice. Surgeries would offer what they could, with other Surgeries offering the additional services. . An organisation called 'Improving Health' (of GP s) had been set up to develop these services any financial gains would stay within the NHS. The re-organisation will seek to improve access to Primary Care 7 days a week, 8.00 am to 8.00 pm. The bid from 'Improving Health' has been accepted and GP s are now exploring how the 7/7 care will be developed.</p> <p>Not all Surgeries are able to stay open 8.00am to 8.00pm. There will be a Primary Care Centre open (Currently Lister Health Centre) in what used to be a Walk-in Clinic. What will change is that the Lister will no longer be a walk-in Centre; it will take patients referred and booked in by their GP.</p> <p>The system will have telephone management by the GP and the patient will be given an appointment. It is not an emergency service, but one for out of hours' appointments (8.00 am -8.00 pm), even for routine consultations. There will be changes to the IT system so that staff in this additional clinic will be able to access patients' medical records if the patient agrees. Once a patient has been there the shared record will be on the system so the patient's GP and the Health Centre will be able to see the record. There is a list of conditions which will not be appropriate for this clinic.</p>

	<p>If you have an urgent problem you will be called back by your GP within the hour.</p> <p>This expansion of Primary Care is going to be made possible because Southwark CCG is one of a limited number of CCGs to win just under £1million from the Prime Minister’s Challenge Fund</p> <p>There have been Patient Engagement Events to help develop this service. Isabelle explained how the appointment system would work, though all details are not yet completely decided. A discussion regarding appointments followed. It is hoped that this will relax the pressure on the regular GP appointments and it will be easier to manage and balance the priorities.</p> <p>Elizabeth summarised the discussion:</p> <p>Southwark is starting to be able to provide a population-based service for everyone rather than getting this through Private Providers. To get additional services which are needed but beyond the core services for which NHS England pays GPs. it could be a phenomenal plan. Everyone able to go to one place if your GP Practice is closed. It is ‘Extended Access to Primary Care’ to meet urgent needs of the population. Of 240 CCG’s to bid for the Prime Minister’s Challenge fund, only 20 were successful and Southwark is one of these.</p> <p>Those who wish to get further information on Dulwich Hospital were asked to consult the Dulwich Community Council section on the Southwark website and Southwark CCG.</p>
<p>Starters and Leavers</p>	<p>Dr Laird has left. Dr Oakes has taken over from him but will be leaving in the beginning of December. As Forest Hill Road Group Practice is a teaching and training Practice it receives many young GP s.</p> <p>Dr Bennett, GP Trainer, joined in May.</p> <p>Nurse Annisa has left the Practice. A new nurse is being recruited.</p> <p>Zoe Abrahams left at the end of July to work at Kings.</p> <p>Two new receptionists Dawn and Hilary have been recruited.</p> <p>Fiona’s role has been enhanced to help Isabelle and to help with the PPG.</p>
<p>Electronic System</p>	<p>The Surgery is actively encouraging Patients to register for Online and Electronic Services, Prescriptions and Appointments online. The old methods are still available. Appointment reminders and information will be sent to patients by text message.</p>
<p>Named GP</p>	<p>Isabelle explained the system. Since April, Patients aged 75 and over must have a named GP. Any communication that comes in to the Surgery regarding these patients is routed to the named GP who oversees the care of the Patient.</p> <p>Avoiding unplanned admissions for those who are at most risk of an unplanned admission to hospital: The Practice is required to have 2% of Patients on a register. These have a named GP as well.</p> <p>About 300 Patients in the Practice have a Named GP</p> <p>If a patient has a problem with appointments at hospital, please do inform your GP so they can raise a Quality Alert with Kings.</p> <p>As the Quality Alert system was further discussed, the meeting was clearly</p>

interested to know more about how Quality Alerts are raised and used 'up the system' to affect plans and decisions, Elizabeth proposed that Quality Alerts would be taken to the next Locality meeting as the FHRGP Action from tonight to ask the CCG for good, clear information about how Alerts sent by each practice are then used.

It is believed that Kings is failing the 18-week wait targets for appointments.

Isabelle distributed a Practice Booklet which had updated details of all staff at the Practice. She also distributed a leaflet on Better information about your Healthcare.

Next Meeting

Date of next PPG meeting: Thursday 30 October 2014 (18.30-20.00) at FHRGP

Date of the following PPG Meeting: Thursday 18 December 2014 at FHRGP

Visit www.fhrgp.co.uk and click on patient group for agendas and minutes.