



Forest Hill Road Group Practice Patient Participation Group Meeting			
February 2014			
Date and Time	20/02/2014, 18:30	Minute Taker	Ruby Homawala (Patient)
Location	Forest Hill Road Group Practice	Date Published	10/03/14
Chair	Elizabeth Rylance-Watson (Patient)	Date Approved by FHRGP PPG	

Agenda Item	Discussion
Introductions with introduction to agenda (attendance sheet)	The Chair introduced herself and gave overview and context of agenda items. All those present introduced themselves. All those present were requested to sign in.
Agree Minutes and follow up actions	<p>The Minutes of the meeting on 12/12/13 were agreed.</p> <p>Actions:</p> <ul style="list-style-type: none"> Isabelle had invited all 20 Pharmacies in the area that the Surgery works with to discuss procedures for Repeat Prescriptions and Electronic Prescription System (EPS). Only two Pharmacies sent representatives to the meeting where those present agreed on certain procedures. These will be shared with other Pharmacies. The Meeting was facilitated by the EPS Project Manager. Patients still have to register manually for the service after which they can order prescriptions through the Surgery Website or at the GP Practice, but if you are registered the prescription will be sent electronically to the pharmacy where you can pick up your medication. One patient present confirmed that the system worked. There were a few issues: the printouts of copies of the medication were in very fine print and difficult to read. Isabelle will feedback to the EPS Project Manager. Another patient complained about the Grove Vale Pharmacy which seemed to have delays for repeat prescriptions. Isabelle would check this. Tina was to have raised the topic of Repeat Prescriptions at the Locality Meeting. She reported that this was to be an Agenda item at one of the future Locality meetings and would be raised at that time. The Surgery has a new website and it is hoped that more people will access information through the Website. It was agreed that there was a great deal of up to date information on the site and this would be very useful to patients. A patient who reported back on efficiency of the local Pharmacy was advised that if there was a problem with the Pharmacy, they

	<p>should complain to the Pharmacy in the first instance, follow that up with a letter if there was no response, and then inform the GP Practice if there was no improvement.</p> <ul style="list-style-type: none"> • It was mentioned again that there was a leaflet regarding making appointments and patients should have a look at the leaflet.
<p>Report from Dr Scorer</p>	<p>Dr Scorer explained that currently GPs were paid money for normal services and additional money for any additional services they provided. Some GPs would sign up to do this additional work and earn more and others would provide the minimum service. This meant that not all patients got a similar standard of service from their GP. The Primary Care Strategy has been formulated to give equality to all Southwark patients so that all GPs offer a similar service in order that everyone gives and receives high quality care. From April, there will be a Collaborative Care model when all patients in a Locality will get the same services, for example, one doctor who specialises in a particular service will offer it to all patients in the area and would be paid an additional amount for providing that service. All details were not yet finalised.</p> <p>Currently the NHS England have agreed that Southwark need not put GP services out to Tender (one of only two London CCGS not required to do so), which is good for Southwark Residents, because the money would stay within the NHS as GPs are Providers. Southwark GPs are preparing a bid in the form of a Business Plan, which will be non-profit making and all the money will go back into the Service.</p> <p>When Section 75 became Law, any contract over £75,000 had to be put out to Tender. However, if our GP group can put in an adequate bid which offers the service required, it will not be put out to tender.</p> <p>Urgent Care: The GPs in the Locality are putting in a bid to the Challenge Fund to set up a GP Service from 8am to 8pm seven days a week to reduce the number of patients going to A&E. This will be carried out by covering each other's patients in collaboration with SELDOC. The Lister's contract runs out in September and they are trying to replace that.</p> <p>All GPs in Southwark bar one have the EMS system to access patients' data, so any doctor covering for patients' own GP will have access to the patients' notes regarding medication, etc.</p>

<p>Feedback from Locality PPG Meeting of 4 February</p>	<p>Tina gave feedback from the Locality meeting of 4th February. Notes of the meeting were distributed.</p> <p>Dulwich Hospital: Tina gave an update on the discussions on Dulwich Hospital. The new facility will not be commissioning any additional services outside mainstream health provision. <i>(Tina's Locality Report as well as the Formal Locality Minutes (received just after this meeting are attached and form part of the record of the meeting))</i></p> <p>Mental Health – Practice based Counselling: There was some discussion on the consultation regarding the re-commissioning of therapies. Tina has brought back the consultation paper and the Practice needs to discuss how to take this forward.</p> <p>The 1000 Lives Project: Stories of 1000 patients in Southwark are to be recorded. Elizabeth mentioned that she is recording stories at the Surgery.</p> <p>Training: Dates of Patient Leadership Training were handed out.</p> <p>Urgent primary care access: The event on 26 February was publicised.</p> <p>John King complimented the Forest Hill Road GP Surgery Website, especially the Patient Participation Area.</p> <p>Some attendees encouraged members to get their practices to sign up to Intercare Medical Aid in order for returned medication to find a further use.</p> <p>Members were reminded to report hospital problems with appointments to their practices for the GPs to record on the Quality Alert System.</p>
<p>Data Sharing - Breach of Confidentiality</p>	<p>Elizabeth made everyone aware of the King's College Hospital Annual Report and Accounts 2011/12 page 34 Table 13. Copies of the page were distributed.</p> <p>This contained Serious incidents involving loss or confidentiality breach involving Patient Data which has been sent out of the NHS and to the USA. There was a discussion on this topic and on the NHS Leaflet on Sharing of Patient Information. The leaflet was delivered to all homes with other leaflets from restaurants/Pizza companies etc. and many patients may have thrown it out thinking it was junk mail. Patients did not have enough information about opting in/out of the information sharing. Elizabeth showed the leaflet her family received. There was a lot of discussion; one patient mentioning an opt-out form available through 'Med.confidential'</p> <p>Isabelle explained that at the GP Practice, patient data was not shared and was looked after very carefully.</p> <p>Elizabeth asked that the Practice looked into it and give a Practice View to us so that individuals could take informed action. Opting out has to be done through the Practice by completing a form.</p> <p>This will be an item for the next meeting.</p>
<p>Medicines management</p>	<p>The Practice wants to survey Patients regarding medication they wish to re-order. Often, patients have the medicines already, but re-order them anyway. Many patients are not aware why they are given certain medication. Many patients go to A&E without their medication or do not know which</p>

<p>– option for patient survey</p>	<p>medicines they are taking. All those present at the meeting were asked to suggest questions to be asked/points to be covered in the survey within the next two weeks.</p>
<p>Patient Stories Project: Discovery Interviews- For Information Only</p>	<p>Elizabeth will be collecting Patient stories at the Practice (half an hour per patient who volunteers to tell their story). She asked people to come forward with their stories or suggest to friends who may be interested in telling their stories to come forward and gave dates when she would be available at the surgery: 25,27 or 28 February from 9am to 12.30pm.</p> <p>The stories will be sent to Southwark NHS for real pictures of the local population's health.</p>
<p>Website and Blog</p>	<p>Zoe and Elaine have put a great deal of information on the Website. All factsheets and information can be found on the site which is up to date. There is also a forum for patients to join. Zoe mentioned rules for the forum and explained how to comment on the blog. She mentioned that those who broke the rules would be given one chance and then blocked from the site if they broke the rules again. Zoe handed out a page with the rules and also explained how members could get onto the forum. She also asked those present to get on the blog and send any feedback to her.</p>
<p>AOB</p>	<p>Zoe asked how people had learnt about the meeting and what made them decide to come. This was to learn how to publicise the meetings. One lady had seen the notice on the noticeboard and decided to come. One person wanted to address a specific issue. Isabelle explained that the meetings were to benefit everybody and if the issue dealt with a problem common to all, it could be discussed at the meeting; if not, Isabelle asked the lady to raise the issue, but discuss the details with her after the meeting. Another attendee would like the names of those who attended the meeting to be attached to the minutes. There was a discussion on whether everyone wanted their names on the minutes which were published.</p> <p>Elizabeth drew everyone's attention to the meeting at Cambridge House on Wednesday 26 February at 6.30 to discuss 'Access to Urgent Primary Care'.</p> <p>Elizabeth and Tina will attend the Locality Meeting on 1 April.</p>
<p>Action Points</p>	<ul style="list-style-type: none"> • Everyone to look at the Website and give feedback • Everyone to try and persuade more patients to attend the next meeting. • Discussion on sharing of information with a view from the Practice. • Everyone to send in questions/points to be raised in Medications questionnaire.
<p>Future Meetings</p>	<p>Date of next PPG meeting: Thursday 24 April 2014(18.30-20.00) at FHRGP</p>