

Forest Hill Road Group Practice
Patient Participation Group Meeting
25 February 2016

Present: List of members attending

Apologies: Elizabeth Rylance-Watson, Joan Mclvor, a member (Christine) apologized for her husband's absence

Sonia Stykova, the Practice Manager introduced herself and everyone else present did the same.

Delia explained that Elizabeth was unable to attend due to family reasons and handed out a summary of the minutes of the CCG Meeting on 12 January 2016 which Elizabeth had attended.

Minutes of the previous FHPG meeting were read by those present.

Tina said it was regrettable that the draft minutes were not sent with the Agenda so people could read them in advance. Fiona apologized for the oversight. However, it was clarified that the minutes should have been on the website but there have been problems with uploading documents onto the website.

Action: The website manager to upload all relevant documents to the website.

Action from previous minutes: Phone Number for Rachel, the Practice Pharmacist: Rachel has the same number as the Prescription staff (Surgery Tel No with Option 2). You can leave a message for her to call you back.

Matters Arising: A patient asked how far back one could go for Patient records. Dr McColl explained that some of the very early records had been reduced in size by removing duplicated letters etc, but the physical records remaining could be requested in advance and could be provided. More recent records were online and also could be provided if requested in advance.

Tina, on behalf of Joan Mclvor, asked who was responsible for organizing the PPG meetings, Terms of Reference, etc.

Delia explained that Elizabeth had been working on the Terms of Reference for a long time, researching NAPP (National Association for Patient Participation) and liaising with Rosemary Watts, Chair of the CCG, so that we could present and formalize them at the AGM.

Minutes Pg2 Last Paragraph – The amount of time patients wait on the phone to speak to a receptionist: Sonia explained that the Reception Manager had left and

they were looking for a replacement. They were also conferring with the phone company, exploring improvements to the present system.

Action: Feedback with progress on this matter at the next meeting.

Named Doctors for Patients: Dr McColl said it is hoped this would be in place by the end of March. There was the historic and continuing problem of King's College Hospital sending letters to any doctor on the list, and not to the one who had referred the patient to the specialist. It was very difficult to follow up on patient treatment.

There is a member of staff at the Practice dedicated solely to correcting errors of this kind and communicating with King's when patients have failed to be sent follow appointments and results of tests ordered by Kings Consultants.

Action: Dr McColl suggested we contact the Chief Executive of Kings and ask him to ensure that letters were written to the referring Doctor.

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Telephone consultation triaging for appointments on the day to the Lister clinic.

Dr McColl explained that doctors often tried to phone patients up to 3 times before getting hold of them, which delayed arranging appointment. Patients should suggest a slot of time when they were available for the doctor to phone back. If patients are happy to go to the Lister, they should mention that to the Receptionist when they phone in for an appointment, so it could save time. You could talk to a nurse Practitioner who could triage that.

The minutes of the last meeting were agreed.

AGM Elections.

Sue Boreham said she took three nominations from the Nominations Box. The notice requesting nominations was put up two weeks before the meeting. The nominations received were for Secretary and Joint Nominations for Chair.

A member mentioned there was not enough notice and information on the Elections.

Sonia responded by saying the notice had gone up on the board.

Tina asked if we had membership of NAPP whose website had a wealth of information. After some discussion, Delia suggested that we postpone the AGM/Elections to the April Meeting. Tina stated that we needed to have Terms of Reference, details of how long Terms of Office should be, and other information which should be agreed at the next Meeting and then hold the AGM at the following meeting. This needed to be advertised in advance.

There was general agreement of members on this.

Delia proposed that Tina coordinate with Sonia on advertising, helping to expand the PPG and volunteers for the PPG. This was agreed by the members.

Feedback from the Locality Meeting: The Minutes of the Meeting and a summary of the minutes were distributed

ACTION: Sonia to ask Website Manager to put a link on the Practice Website to CCG Meeting Minutes.

A graph showing the use of the Lister Centre was displayed. FHRGP are one of the practices making good use of the Lister. The Lister are aware of the parking problems. It is now better used than before and the Council needs to allocate places for Lister patients. The CCG should liaise with the Council for that.

Improving Communication: The Practice Newsletter for January/February was presented to the meeting. There were problems uploading it to the website. A Member suggested she was willing to hand out copies of the Newsletter to those who are housebound or not IT literate so they could get information about the practice.

Staffing Updates: Some more doctors have already started and one will be joining soon so that there will be a full quota of GPs at the Practice.

A question was asked if all GPs bring special interests to the post?

Dr McColl responded that Dr Emma Burton-Brown had a specialist interest in Child Health, Dr Liz Main and Dr Annette Roberts were both very experienced GPs.

There was a discussion about people who were not happy with some aspects of the practice of posting negative comments on the NHS Choices website. It was requested that those who had issues should speak to someone at the Surgery to get the problem sorted quickly rather than post anonymous complaining messages which were demoralizing, and time consuming as Sonia has to respond to them. People seemed to be very willing to complain, but it was rare that those who were happy with their experience posted positive messages.

The negative messages were always about the system, rather than the Doctors, and the surgery has no control of the system. Members asked if there was a way to communicate the unease concerning the posts on NHS Choices.

Dr McColl to try and find the name of the Manager of NHS Choices, so members could make their views known.

Appointments: The surgery now has a full house of doctors, so they are able to consider some alternative systems of appointments. Any chosen system has to be agreed by all doctors, tested and then put in place.

Dr McColl discussed the possibility of some telephone consultations being made available for late evening and a few face to face appointments on a Saturday morning (once a month) for those patients who work full time. This would be part of the 'Extended Hours' appointments that the practice already offers. The PPG were in agreement that this change could go ahead. It was suggestion to have a relationship with Sainsbury's Pharmacy to enable people to pick up their prescription from them as they have later opening hours.

Dr McColl explained that if someone wanted their prescription sent electronically to a different Pharmacy, for example, near their work, as a one off, this could be done, and then switched back to the regular Pharmacy.

It was suggested that Tina would look at Terms of Reference and then liaise with Elizabeth.

Next Meeting: Thursday 28 April 6.30pm to deal with Terms of Reference.

Pre-Meeting to discuss Agenda and Terms of Reference on: (TBC)

Action: Tina to send Draft Terms of Reference to Sonia in advance of the Meeting to put on the website and send to those on email.