

Forest Hill Road Group Practice Patient Participation Group Meeting on 28 April 2016

Present: List of members attending (13), Dr Greaves, Sonia Stykova, Practice Manager. Chair: Elizabeth Rylance-Watson. Secretary: Ruby Homawala

Apologies: Jean Lawrence, Rohinton Homawala

1. **Introduction to agenda:** Elizabeth Rylance-Watson introduced herself and apologised for her absence at the last meeting. She had been to visit a family member who was gravely ill in the US. She had come to the conclusion that in spite of its problems the NHS was far better than the Health System in the US.

2. Draft Minutes of the Meeting held on 25 February 2016 and Actions

Tina asked why there was no mention of DRAFT on the minutes as on previous occasions. ACTION: Request to the practice to return to the previous practice of using the template "DRAFT" across the text in future.

Many of the items Actioned in the Minutes were to be discussed as part of the Agenda and there were no other matters arising. The minutes were agreed.

3. **Terms of Reference:** Elizabeth said she had researched the Terms of Reference and had prepared a document before her departure for the US. She asked those present to read, discuss and approve the TORs if possible

Tina apologized to the meeting for not having the TORs ready as she had undertaken to do due to family and care reasons.. She had printed off some information and felt that what she had would enhance the document Elizabeth had prepared.

Elizabeth said she had tried to make her TORs as closely aligned to plans for Southwark' and to Lambeth's established Network, There was a discussion about the draft in which new members made helpful comments on the text and the process and volunteered to leave their email details so they could also contribute to the TORs. There was a suggestion for the wording of the TORs: under 'Activities', the 'Steering Group' should be replaced by 'PPG' A member who had attended the meeting for the first time said he was happy for everyone on the PPG to have his email address.

ACTION: Tina and Elizabeth agreed to meet to finalize the wording of the TORs. It was agreed that once Elizabeth and Tina had agreed the wording of the TORs, everyone should look at it and send their comments and it should be uploaded to the Website. Deadline for uploading the revised draft TORS and putting copies on the Notice Board and in Waiting Rooms is the end of May. The TORS could then be ratified at the 30 June meeting.

Tina opened the question of communications (item 8) at this point. She said she didn't know about the meetings and Sonia said she had been away.

Some people had not received the emails and text messages inviting them to the meetings.

A member (Anne) who had worked in IT said at least three members of staff should have a password so if one member of staff was away, the others would be able to step in.

There was a discussion on how to inform all patients about the PPG and its activities as not everyone was on email. It was suggested that all those whose mobile number was with the Practice should be sent a message regarding the meetings as this could be done quite easily.

ACTION: Sonia and Elaine (IT Manager) to let us know if this can be done.

- 1. Nominations for Election to PPG Steering Group:** Tina said she didn't know about the nominations and the descriptions of the posts. This should be disseminated to as many as possible in as many ways as possible. Sue confirmed that it would be good practice to have role descriptions alongside the TORs.

ACTION: Agreed that TORS and Role descriptors for Chair/Co-Chair, Vice Chair/Co-Vice Chair and Secretary and Steering Group Members would be produced by End of May.

ACTION:

Elizabeth and Sue to lead process of co-production with members and practice and Sue to liaise with Sonia.

Joan showed a SCCG document on 'Skills for effective meetings'. Elizabeth recognised the document confirmed that those who had been working with the SCCG Engagement team did indeed have this document.

- 2. Feedback from Southwark South Locality Meeting on 8th March. (Minutes received on 28th April only)**

Elizabeth drew the meeting's attention to the reference to CQC inspections of Southwark practices. That 75% of all practices have been inspected. This provides a context for Item 10 of our PPG meeting.

The South Southwark Locality consists of 12 South Southwark practices. There is quite an eye on extended Care Services which include the Lister Clinic and the Practice must take up the opportunity to use the Lister. Sonia mentioned that there was a Notice Board in the Surgery which had information on the Lister. Elizabeth suggested organising a trip to the Lister for Patients. Most people who had been to the Lister complained that there

was no parking at the Lister which prevented people from being able to get there.

Joan said there was no one representing the Practice for the Locality CCG Meeting. She attended the meeting because she had received an invitation. Elizabeth mentioned that she would represent our PPG at the next Locality meeting on 3rd May

6. Staffing Updates: Dr Greaves announced that he would be leaving in November.. Questions were asked about recruiting his replacement and it was mentioned that recruitment for his replacement would be starting soon. Everyone agreed that we would be very sorry to see him leave the Practice. Members asked that in recruiting a successor every effort be made to recruit a male doctor.

Dr Burton Brown was back

Dr Payam Torabi was at the Practice till October and they were going to try and persuade him to stay longer.

Elizabeth mentioned that there was good feedback about Dr Ravi-Shankar on the subject of treating patients with Mental Health issues.

7. Appointments: Dr Greaves explained the new appointments system for urgent appointments.

Instead of one duty Doctor in the morning and afternoon, every GP working in the morning would be 'Duty Doctor' which released more appointments in the system for the day. In the afternoon, there would be one Duty Doctor. The system has been running for three months and seems to be working well. All feedback has been positive from patients and Doctors.

Tina mentioned that she had looked on the Website for an appointment the night before and the first appointment she could get was for the 19th of May. All agreed that that was a long time to wait for a routine appointment.

8. Improving Communication: Sonia mentioned that the Newsletter was on the Website.

The system still needs testing and tweaking. Dr MCColl has worked hard to solve Website problems.

Tina said that the Website was too difficult to navigate, the font was too small and the colours are too dark and not suitable for those with visual difficulties.

It was suggested that the IT Manager should run Website changes past others including patients to ensure it is user-friendly.

ACTION Minutes of PPG Meetings must be sent out to all whose emails are on the practice PPG contact list and displayed on the Notice Board and in the Waiting Rooms. Elaine is to be invited to **all** PPG Meetings.

Sonia requested that the group makes a list of things required and sends her one email instead of everyone sending her the same message.

ACTION: Elizabeth to email Sonia:

9. Tina's coordination with Sonia on Advertising: This had not happened. Tina said she is busy at the moment but is still happy to undertake the job of looking at various ways of promoting the PPG. There was also a suggestion that information about the PPG should be kept in folders in the waiting rooms for patients to look at. **ACTION:** Tina to stay in contact with Elizabeth, (especially if she is too busy to take this item forward)

10. CQC Inspection: Approximately 75% of Practices have been inspected by the CQC. The Surgery is waiting for the official feedback from Inspectors. Initial feedback was positive. The Inspectors spoke to several patients who were there on the day and also to some members of the PPG. Tina wanted to know how they chose those who came to speak to the Inspectors. Sonia explained that the Inspectors had asked the surgery to place cards in the Waiting Rooms and at Reception to inform patients and had also asked to meet the Chair and members of the PPG. The Inspectors gave very short notice to the Practice before they arrived. The expected timeframe for CQC to issue their report is two months, but it could take longer

Sonia said that once the report is sent to the Practice and they have gone through the process of going through the queries, it will be made available to patients.

ACTION: Anne asked that notices are displayed in the Waiting rooms to inform patients that the report is available and to have it uploaded to the Website.

11. Practice Items: Elizabeth asked for any items Patents wanted her to take back to the South Southwark Locality PPG Meeting on 3rd May The following were proposed:

- Could we include those who don't have English as a first language? How do we get information to those with low literacy skills?
- What information about PPGs is available in Southwark?
- All website re-design and information produced for patients should involve the PPG in user feedback before it is issued.

The meeting ended with reminders of dates of the next two meetings:

Thursday 30 June and Thursday 3 November 2016