

Plas Meddyg Surgery
Patient Participant Group Meeting
Minutes
Tuesday 28th January, 2020
Venue: Plas Meddyg Surgery, 40 Parkhill Road.

1. Apologies.

Halima Patel, Ralf Schmalhorst, Sandra Gilliard, Shiela Ruhomaulu, Ann Watson.

2. Attended

Saby Ghosh (SG) (Chair)

Mark Burgess (MB). Practice Manager.

Mike Tindall (MT)

Mavis Wilson (MW)

Muriel Simmons (MS)

Jenny Phillips (JP)

Dolores Tyers (DT)

The Chair reminded members that Leanne Midwinter would not be attending committee meetings but would continue to serve as the virtual members co-ordinator.

3. Welcome and Presentation by Paul Cutler. Lay member Bexley CCG.

Paul gave an interesting talk on his work over the last four years acting as the patients representative on Bexley's Clinical Commissioning Group. He explained that his role would end in April when the six Clinical Commissioning Groups would be merging to become the South East London Clinical Commissioning Group.

In reply to questions Paul explained that the rationale for the merger is that by combining budgets into one it would give the new Commissioning Group a much stronger bargaining position when buying services which will hopefully benefit patients.

At the present time Bexley CCG had an annual budget of £368 million which sounded an impressive amount but in fact equated to less than £1,500 per person with Bexley's population expected to increase by an additional 50,000 people by 2030. The new South East London Commissioning Group will have a budget of 2.6 billion. Questions were asked regarding budget allocation and concerns were expressed that Bexley is generally regarded as one of the richer boroughs when in fact there are areas of real deprivation. Paul stated that he understood allocation would be based on population although many details had yet to be finalised.

4. Minutes of the last meeting, matters arising and approval.

Minutes were approved.

5. Comments from virtual members and patient.

MB had received details from Leanne of the comments made by virtual members.

- Thanks had been expressed to SG for his work with the PPG.

- The frustration of patients unable to make review appointments had been made. MB explained that there had been a 'blip' in the system which had now been sorted. This will mean that when a doctor requires a patient to make a review appointment in 2/3 weeks this will be possible.

1. Information of meetings attended by Chair .

- 27th November 2019 . Final Site Service meeting at Queen Marys Hospital with Oxleas (Service provider) extension and refurbishment completed.
- 6th December 2019. Procurement for Urgent Treatment Centres at Queen Mary's, Queen Elizabeth and Erith hospitals.
- 9th December 2019. Darenth Valley Hospital. Mystery Shopper engagement checking on patient satisfaction. Of 20 people spoken to a satisfaction rate of 90% was recorded.
- 11th December 2019. Primary Care Co-commissioning committee meeting. Questions raised. Confirmed that money allocated to Primary Care Network(PCN) can be used as agreed between members of the network.
- 19th December 2019 1st Procurement Meeting of Urgent Treatment Centres. Having read the draft service specification, the Chair had put forward 25 questions of considerable importance to ensure the quality of patient experience in the centres. These will continue to be monitored.
- 9th January 2020 . Meeting to discuss Urgent Care Treatment Centre at Darenth Valley or Gravesend Hospital. Overwhelming response had been for Darenth Valley despite car parking issues. The understanding now is that both Darenth Valley and Gravesend will have Urgent Care Treatment Centres.
- 15th January 2020 Meeting to assist Crook Log Surgery with establishment of a PPG committee.
- 16th January 2020.
Combined meeting of Patient Council and Equality Patient Experience and Engagement Committee. Various topics discussed including the forthcoming South London Systems reform.
Mystery Shopper Celebrations. Certificates were given out to various individuals and departments for making the Mystery Shopper a success and achieving a high quality of service to patients.
Governing Body. Under the new Borough Based Board the Patient Council will in future be called the Resident Council as local councillors will now be part of the committee.
Money allocated to different boroughs will be based on number of residents and also on social and economic factors.
- 28th January 2020. Procurement Meeting. Procurement for Urgent Care Treatment Centres has been approved by a committee of Bexley Clinical Commissioning Group. It is anticipated that bidding invitations will go online on 31st January 2020. Present contract comes to an end in October 2020. A public announcement will be made shortly but there will be no public consultation as the services remain the same.
- Greenwich and Bexley Community Hospice. Chair had been appointed as an Ambassador. He has referred a few families from Bexley area for befriending services.

1. Surgery Updates

MB reported the following:-

- Dr. Laureen Jacquet joined the surgery early December as part of her training.
- Dr. Amaia Foces has unfortunately moved to India and Dr. Christine Furness has also left although Dr. Furness is occasionally helping out until a replacement can be found. Dr. Ahmeed Sake is working on a Monday and Tuesday at the present time.
- Plas Meddyg patients can now self-refer for musculoskeletal physiotherapy without being seen by a GP. A telephone assessment will initially be made by a physiotherapist.
- Door to the surgery is intermittently playing up. Rain covers for the sensors will hopefully resolve the issue.
- Our Primary Care Network are now associated with the Bexley Park Run at Danson Park which is a great form of exercise and very sociable. It is also suitable for those not able to run but walk.
- The surgery has been congratulated by the CCG for achieving the second highest percentage of asthma patients reviewed within 12 months for 2018/19. The target was 82% and the surgery achieved 86.98%.
- Erith GP Hub is moving to Northumberland Heath GP surgery.

1. Announcement of new Chair and Deputy Chair.

As SG had announced his retirement as Chair invitations had been sent out for anyone interested in serving the committee in the capacity of Chair and Deputy Chair. Mike Tindall had expressed his interest in the position of Chair and Muriel Simmons in Deputy Chair.

SG Thanked both for agreeing to serve and reminded members of the committee that the meeting Monday 16th March would be his last and would be a very short meeting as it would be followed by dinner at a restaurant in Bexley village for those able to attend.

2. **Any other business.** – Nil.

3. **Date of Next Meeting.** Monday 16th March 2020.

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