

**PLAS MEDDYG PATIENTS PARTICIPATION GROUP**  
TUESDAY 26<sup>th</sup> SEPTEMBER 2023 7 PM  
PLAS MEDDYG SURGERY.

**MINUTES**

**1. Apologies for absence**

Susanne Walsh

**2. Attendance**

Ann Watson (AW)

Eunice Kirby (EK)

James Green (JG)

Jeffrey Baker (JB)

Mark Burgess (MB)

Mick Downs (MD)

Mike Tindall (MT)

Muriel Simmons (Chair) (MS)

Pam Garofalo (PG)

Sandra Gilliard (SG)

**3. Welcome to new members Eunice Kirby and Jeffrey Baker**

The Committee introduced themselves and welcomed EK and JB.

**4. Minutes of last meeting**

25th July 2023 – approved.

**5. Matters Arising**

- a. MD queried eConsult – discussion held. The surgery is not going to insist an eConsult is completed before an appointment is given.
- b. Alternative name – Committee decided to leave the name as-is as each Surgery must have a PPG. The aim would be to better convey the purpose of the meeting.

**6. Plas Meddyg Brief – Mark Burgess**

MB provided the following updates:

**a. Menopause Meeting**

*These does not appear to have been formal minutes taken.*

*For Mind in Bexley's menopause information, visit: <https://mindinbexley.org.uk/menopause/>*

*For the event's presentations by Leila Frodsham (Guy's & St Thomas' Consultant Gynaecologist) and Edelweiss Collings (Mind in Bexley's Head of Psychological Therapies and Clinical lead NHS Bexley Talking Therapies), visit: <https://mindinbexley.org.uk/menopause-event-in-bexleyheath-a-huge-success-with-attendees/>*

**b. GPs running late**

*I am still looking at the best way of communicating this to patients without creating extra work for the Receptionists. In the hope of reducing the amount of times a GP is running late, we are trialling Dr Ralf's Wednesday mornings (the clinic that most often runs late) from October 4<sup>th</sup> being the same number of patients but spread out over a longer period of time. This should allow him time to catch up between patients.*

*Comments: Having to get a double appointment for more than one issue is a problem for many. If the issues are small, can these not be seen together? Is there a way round this as it is also difficult to get a double appointment? MB – double appointment can be booked online or via Receptionists. JG – if someone uses about 2 mins of their appointment, is there flexibility to use the remaining minutes for the second issue?*

**ACTION: MB to feed back to GPs about flexibility with appointments and using discretion.**

### **c. Answerphone Message**

*The message has been shortened so patients don't have to wait so long before they get to the main menu.*

### **d. Surgery News**

#### *i. Staff*

*Dr Indre Marciulynaite (under Dr Stokes' supervision) and Dr Adam Morfakis (under Dr Ralf) joined us as GP trainees at the beginning of August*

*Dr Naima Jetha is now on maternity leave (and now has a second son!). Dr Olujide Soremi is covering her while she is off.*

*Questions – are Drs Thomas and Nwodo staying? Yes, for their GP training.*

#### *ii. Sustainable Transport*

*SusTrans have supplied the surgery with two “pool” bikes which can be used for home visits and staff commuting, so you may well see our doctors and nurses re-enacting scenes from “Call the Midwife”.*

*MS queried this as time is already short; MB confirmed the bicycles will mainly be used for commuting, not home visits.*

#### *iii. Flu Vaccines*

*We are well under way with administering these to eligible cohorts.*

#### *iv. Covid Autumn Boosters*

*The start date for these was initially put back and then, at the last minute, brought forward! This uncertainty combined with us not being told what stocks we are going to receive until they are actually delivered has meant this campaign has been tricky to say the least! We are administering them as and when we receive them and have the necessary trained staff available. MS commented that the queue length was a challenge as it was a long time to stand for anyone with physical difficulties.*

*PG – why can Aspire (Chemist in Sidcup) get the vaccine when the surgery cannot, and there is payment for doing the vaccines. MB said they were the highest provider of the vaccine.*

#### *v. Accessibility*

*There is a new section on the website called “Access Your Surgery” to help everyone access the surgery and know what to expect when they come for the first time. It contains an introductory video, pictures of the surgery (inside and out), a short film that translates the words in this section for people using British Sign Language, and details of some local groups providing support in Bexley.*



*Some discussion around the surgery having around 7,500 patients and the average is 9,000. Will this affect appointment times if more patients sign up? MB said the idea would be that more clinicians would be taken on.*

MS – were the boundaries changed? MB – yes, some years ago. Patients outside the boundary cannot sign up to Plas.

## **7. ICS/ PPG networking**

MT updated. MS and MT met with Patrick Green, Bexley Comms and Engagement Lead who knew nothing about PPGs. MS and MT updated Patrick who felt that Community Champions could engage with PPGs. MS and MT said this was not appropriate. Patrick will therefore send out a survey to surgery patients to see what they want. He will then run 3 gatherings for PPGs to inform what will happen. By the end of the meeting Patrick had a better understanding of what PPGs do and MT felt the meeting was very productive.

MS added that funding was a key issue; Patrick Gray felt that existing funding was not available to spend as was felt appropriate. MS has made the point that a quite expensive charter is being developed for voluntary organisations to follow, but the PPG are not included.

JG – what do we want the voice in the ICS for? MS – to have a say in where the funding is being allocated as it is not necessarily being directed to the most needed areas.

JB – where does the funding come from? Central NHS funding. MT confirmed that Bexley and Bromley got no funding when they applied for “levelling up” as they are seen as more affluent boroughs, e.g. Greenwich is a more deprived borough regarding health. JB – what is the route to challenge this? MB – this was the idea of asking someone from the ICS to attend the PPG.

JG – by getting involved so much with ICT are we overstepping the PPG remit? AW – if money per head is involved then it’s in the remit. JG – true, but the PPG exists to represent and feed back the wishes of the patients. Further discussion was held around the ICS and how it fits with PPGs. EK commented that the PPG used to have a lot of influence and received funding but this is not the case now.

MS – does the Committee want this to be pursued or not?

**ACTION: MS to table for discussion at next meeting.**

Screenshot of letter from Patrick Gray attached in Appendix A.

## **8. Focus Group – Susanne Walsh**

Focus Group is going ahead on 2<sup>nd</sup> October.

## **9. Approval of dates for 2024**

Proposed dates:

Wednesday 24th January.

Wednesday 27th March.

Wednesday 29th May.

Wednesday 24th July

All dates approved.

## **10. Any Other Business**

- a. MT – social gathering will be arranged for 7pm, Fri 10th November for those who wish to attend.

## **11. Date of next meeting**

29th November 2023.

Dear Muriel and Mike,

It was good to meet with you last week and discuss issues with you, and to learn about how Plas Meddyg PPG is working, including the arthritis focus group, which is a great example of a vital function a PPG can perform.

To confirm what we discussed, I will be looking to organise three events across the borough which PPG members will be invited to, in order to discuss the current ICS/ICB landscape and how PPGs can play a more active role. Prior to this I will be sharing a questionnaire for all PPG members across the borough to gauge the current status of PPGs, what is working well and what needs there are we might be able to help meet. Facilitation training was one thing you mentioned in our conversation and I am looking into that this week.

As soon as the questionnaire is ready I will be sharing with you and I'd appreciate you letting as many other PPG members know as possible. Also as soon as we have employed a new Community Champions co-ordinator and have more capacity to do so, we will be setting up the events – probably to take place in late Sept/early Oct.

Thanks again, and if you have any issues you want to raise with me in the meantime, don't hesitate to contact me.

Kind regards,  
Patrick

Patrick Gray  
Bexley Comms & Engagement Manager  
NHS SE London ICB