

## **Patient Participation Group (PPG)** **Minutes of 17/07/18 meeting**

**A copy of these minutes is available in the 'Patient Group' section on the surgery's website: [www.plasmeddygsurgery.com](http://www.plasmeddygsurgery.com)**

**Attending:** Saby Ghosh (Chair), Jenny Phillips, Mavis Wilson, Sandra Gilliard, Mark Burgess (Practice Manager), Halima Patel, Mike Tindall.

**Minutes of last meeting:** Approved.

### **Action log, matters arising:**

- The Chair confirmed that the Mystery Shopper registration had not been received and had contacted the lady in question to ask her to re-register. There was a short debate about whether an acknowledgement should be received when registering or submitting feedback.
- A GDPR example paragraph had been sent to the Practice Manager who confirmed that the Virtual Members Coordinator now has a standard phrase to add to any emails sent to virtual members to meet GDPR requirements.
- Leaflet and badges had been produced for the "Meet the PPG" event.
- A fridge datalogger had been purchased but not installed yet. The Practice Manager to install.

**Virtual members update:** There were no issues to raise. 2 new Virtual members have joined but 2 members have withdrawn after receiving the "opt out" email. 4 people posted slips to express interest in the 1-1 training on offer. The Chair will contact them.

### **Lessons learnt from Patients get together on the 13th July**

- Around 40 people attended, 8 from committee, 2 GPs, 3 nurses, 20 visitors plus 3 representatives from stalls (Vikki Wilkinson from BVSC, the CCG's Governing Body Public Lay Member Paul Cutler, Joanne Flitton from Healthwatch).
- Salim in Bourne Road Pharmacy sent apologies for not attending as planned. MW confirmed Warrens Pharmacy had been invited and said they would attend if possible.

- Patients thought it was very good, worthwhile coming and informative. They found it interesting that the GPs were “normal and human” and this helped with GP-Patient relationships.
- Paul Cutler was very good spending time with a group of people discussing CCG issues.
- A small point but from a hospitality perspective, more biscuits needed to be opened – some people were reluctant to take any with just one packet open at a time and not put on the plate! However, the committee were grateful to those who provided the refreshments service.
- It was suggested that the Mystery Shopper may confuse people with its name as one lady thought she would be assigned to “inspect” certain services rather than being free to send feedback as appropriate. Some people were said to be afraid of being identified as well, even though the feedback is anonymous. The Chair to feed back this “Mystery Shopper” name perception.
- The Practice Manager confirmed that Susan (nurse) thought it was very good but wondered if starting 30 minutes earlier and holding the event during June would be better. The Chair suggested between Easter and June, perhaps May. The committee thought this was a good event to repeat and agreed on May 2019, 18:30-20:30, as a drop-in evening. Friday may not be an ideal night so this needs further thought, perhaps a Tuesday or Thursday. Dates for the hall availability would be checked.
- It was asked if the event would be mentioned at any other meetings. The Chair confirmed it would be, e.g. the CCG meeting.
- The lack of men attending was noted in relation to general research findings of men not looking after their health. Health promotion for conditions such as prostate cancer may address this.
- It was suggested that the Chair give his speech a little earlier next time to highlight the purpose of the evening. The Chair felt an earlier speech would have missed a lot of people who arrived later.
- The Practice Manager thanked Mavis Wilson on behalf of the committee for organising an extremely good venue.

### **Information from meetings attended by committee members**

- Primary Care Commissioning meeting 27<sup>th</sup> June. Communication was quite poor with the panel speaking to each other rather than being audible to the audience and no-one introduced themselves so the audience had no idea who was speaking. Only 5 members of the public attended. The Chair confirmed the number of GP

Practices in Bexley has reduced from 27 to 25 with further decisions about some other surgeries pending.

### **Highlights of the meetings Chair attended**

- Patient Council Meeting 3<sup>rd</sup> July – A paper was shown outlining how the budget was spent.
- Governing Body Meeting – The Chair confirmed ideas for improving engagement with patients were suggested and discussed. The Practice Manager confirmed this is a meeting held in public where the public have designated sections where they can ask questions, rather than it being a public meeting. The Chair had also raised the issue of holding these meetings in the evening so those who work during the day are more able to attend and was told it was under consideration.
- The Chair went on a 2 day course 11<sup>th</sup> and 12<sup>th</sup> for the “Compassionate Neighbours” scheme which aims to arrange for people to visit others who are lonely, at risk of isolation or are terminally ill. The course was held at Greenwich & Bexley Hospice, a venue he thought was quite uplifting. Bexley Village and Thamesmead are trial sites for the scheme.
- Equality and Diversity – This includes conditions such as Diabetes and Autism as well as ethnicity, gender etc. The CCG analysed their staff diversity and the Chair presented the findings of this.

### **Practice Manager’s update including sharing any information as a Governing body member**

- Dr Tola has left after her year at the surgery and will be replaced by GP Trainee Dr Nikesh Gupta in August. Dr Ralf supervises these doctors.
- The automatic door has been broken but should be fixed on Thursday.
- The check-in screen has completely broken and would cost around £3,000 to replace.
- The floor has started to bulge where it was once fixed so builders are being called back as it is under guarantee.
- The remainder of the raffle money (£111.97) went towards two 24Hr BP cuffs.
- ‘Flu clinics still to be discussed. 2 different types of vaccine this year – one for age 65+ and the other for younger people. Dates to be confirmed as soon as possible.
- Widening the doors is still being investigated.
- CCG reported a £4.9m deficit in 2017/18 and this year is looking worse. There are a lot of initiatives at present to reduce costs.

- The Public Consultation for Stroke is ongoing. It was confirmed that Darent Valley Hospital is in 3 of the 5 options for the service.
- Bexley patients aged 40+ can now be referred to the Rapid Access Diagnostic Clinic at Guy's for extra tests such as CT scans.
- As of 16<sup>th</sup> July there is now a Minor Eye Conditions Service – MECS – to which patients can self-refer. Patients can usually be seen within 24 hours and most of the main opticians provide the service. Symptoms for referral can be, for example, blurred vision, removing foreign bodies, repeat glaucoma tests. Patients with urgent eye conditions should still go to Queen Mary's or Denmark Hill/Guy's outside normal hours.

**Any other business including future speakers.**

- The Chair mentioned the NHS England proposal to withdraw some treatments/operations from general funding e.g. tonsillectomy, varicose veins. The Practice Manager confirmed these are not the sort of procedures Plas Meddyg GPs would refer for anyway. Clinical need should still be taken into consideration.
- The Practice Manager confirmed it was a challenge to bullet-point the minutes appropriately for the notice board so this will be reviewed.
- The Chair suggested a future speaker, Nisha Wheeler, who is Director of Primary Care at the CCG. It was also suggested that we contact someone from MIND.

**Date of next meeting:** Tuesday 18<sup>th</sup> September 2018.