

Patient Participation Group (PPG) **Minutes of 23/01/18 meeting**

**A copy of these minutes is available in the
'Patient Group' section on the surgery's
website: www.plasmeddygsurgery.com**

Attending: Saby Ghosh (Chair), Halima Patel, Jenny Phillips, Mavis Wilson, Sandra Gilliard, Mark Burgess (Practice Manager), Leanne Midwinter (Virtual Member Coordinator), Ray Ellen (Vice Chair), Mike Tindall, Diane Hannaford (Secretary).

Membership: New member Diane Hannaford was welcomed.

Minutes of last meeting: Approved.

Virtual Membership Update: One virtual member had emailed regarding the minutes not being specific about areas requiring comments and use of jargon. Virtual membership is for patients who do not want to attend meetings and also a holding place for patients waiting to become full members.

Chair's Update: The Chair gave an update on recent meetings attended, i.e. Governing Body (GB), Primary Care (PC), Patient Council (Pt.C) and Patient Engagement & Experience Task and Finish Group (PEE). He had also attended an "Effective Lay Partner Leadership" 3 day programme in Euston Road and was sponsored by Bexley Clinical Commissioning Group (CCG).

Equality and diversity were discussed at the PEE and the challenge of recruiting 2000 members to the Bexley Mystery Shopper scheme by July 2018. You must live in Bexley. Anyone can join and give feedback as and when you use an NHS service.

Frustration was expressed by members that speakers didn't introduce themselves or explain their roles at the GB and PC meetings and that a lot of questions were not actually answered. It was questioned whether the CCG really want the public to attend as they continue to arrange meetings during working hours only. A discussion was held regarding buses at Queen Mary's Hospital (QMH), there are still on-going discussions with Oxleas/CCG.

Phlebotomy services are no longer in operation in all GP surgeries, as not up to standard (according to the provider!). Service continues to operate at QMH and Erith District Hospital (EDH) and Lakeside Health Centre. Bexley Group Practice (Upper Wickham Lane) as at 11/04/18 are awaiting a Queen Elizabeth Hospital phlebotomist to be attached to their surgery. Plas Meddyg cannot facilitate this service due to a lack of parking and it would have to be for patients from a number of surgeries, not just Plas', so there would be a lot of patients unfamiliar with our surgery. Plas already have anti-coagulation service.

Nuxley Road branch due to close (Part of Bexley Group Practice).

Thanet Road surgery due to merge with Sidcup Medical Centre.

Patient First Award – Plas Meddyg's Cynthia Hart-Jones received an award.

"Tonight" on ITV on the 18th January featured Plas Meddyg's Practice Manager Mark Burgess and PPG member Diane Hannaford discussing the NHS Online Bexley app and digital access to GP services. Bexley is piloting the online app for the whole country. Receptionists also appeared on film.

Google – A member reported that Plas Meddyg GPs were receptive to patient suggestions after she had obtained advice online via Google.

Pt.C presentations: - Accountable Care Systems (ACS) regarding joined up healthcare between different providers, Acute Trusts, CCG, GP's, London Borough of Bexley, Oxleas etc. Sustainability and Transformation Partnerships (STP) regarding community care and Quality Assurance visits made by CCG.

Practice Manager Update: The Practice Manager and the Chair gave a talk on PPGs at a recent quarterly GP engagement event to drum up PPG support where none exists. Presentation was well received. Cynthia Hart-Jones won 1st place in this year's "Patient First" award, Susan Grace was runner up as "Outstanding Individual". The Chair had reiterated that PPGs don't cost GPs much money and raising funds is optional. Very successful raffle at the surgery. Bexley Healthwatch (H/W) are undertaking an audit of where GPs in Bexley are with PPGs. Once results are collated, it would help other practices. The patient voice is more and more important.

Annual Meeting Virtual Members & Practice Patients: A PPG member was keen to have a virtual member get-together and a Friday night in a local hall was suggested. Members agreed on 7-9pm, tea/coffee and biscuits, general questions. Virtual members to be asked if they can attend once a year and it to be publicised on the noticeboard and surgery website. Meeting open to all patients to expand membership.

The Practice Manager was asked if reception staff could wear their name badges and give their name when they answer the phone. He responded that some staff are reluctant to wear badges but will give another push. The surgery was congratulated on the new flooring, chairs and counter.

Update re Purchases: The Practice Manager advised that there are still funds to spend from the autumn PPG raffle. They have purchased a 24-hour BP monitor, received a wheelchair free of charge (donated by the family of a patient), 2 new thermometers and a paediatric pulse oximeter, £285.50 left. It was asked who pays for the flowers when a member of staff has a birthday. It was confirmed that the doctors pay, not the PPG fund.

AOB: Feedback was given regarding A&E and positive experiences at Darent Valley Hospital (DVH). The Practice Manager was asked about the updating of the booking system re 2:30pm slots at weekends and whether it was a manual process. He confirmed it is updated 7 days ahead. There are no appointments Sat/Sun, only Mon-Fri. He would check the wording on the website to make it clearer. 8-8 GP Hubs are still quiet on Sundays. Plas Meddyg's patients don't tend to miss 8-8 GP Hub appointments, unlike other practices' patients. Maybe they are not giving out the dedicated cancellation numbers. A member mentioned that a number of young families locally don't know about 8-8/weekend availability, or that 111 can now be used to book into 8-8. The Practice Manager advised that the GP Hub isn't suitable for every appointment such as follow ups/referrals. A member remarked how nice it was to hear Dr. Ralf's voice when you call the surgery, it is very reassuring. He speaks clearly/slowly.