

Patient Participant Group

Minutes of 18/11/19 meeting

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

Attended: Ann Whatson, Dolores Tyers, Halima Patel, Leanne Midwinter, Jenny Phillips, Mark Burgess (Practice Manager), Mavis Wilson, Mike Tindall, Saby Ghosh (Chair), Sandra Gilliard, Dolores Tyers, Dr Palf Schmalhorst (GP Practice Partner), Shiela Ruhomaly.

Presentation by Peter Bleksley followed by Q & A

Peter gave a fascinating talk about his career and current activities.

Review minutes of last meeting, action log, matters arising and approval

10b - Changes have been made to the telephone system which should have improved issues around people getting cut off.

Minutes approved.

Update of virtual members and comments from patients

Two emails received, one re registration for online services – MB has addressed these. The other was a request for more detail around the surgery's use of Social Prescribers – offer of a talk from a Disabilities Employment Adviser.

After 7 years, LM is standing down from the Committee. The Committee thanked LM for her contributions to the PPG. LM is happy to liaise with virtual members but not attend the physical meetings – LM and the Committee agreed to trial this for the next two meetings.

Share information of meetings attended by committee members

Jenny Phillips attended the Patient Council Meeting 12th November, Chair - Paul Cutler. PPG Chair for Albion Surgery attended who is also the Vice Chair of the PPG Network. The meeting covered:

- Sharing of information from the Network.
- Other PPGs seem to be more challenged than Plas Meddyg's.
- Darent Valley Hospital was mentioned.
- The Governing Body is going to look at the Menopause as some GPs are thought not to be as knowledgeable as needed. The Albion Surgery held an event on this which was well received.
- Primary Care Networks
- Engagement with volunteers
- Next meeting – Clinical Directors are to be invited.

- Annie Gardner outlined the Complaints and Patient Experiences report. Complaints have mostly been resolved before becoming formal.
- Mystery Shopper – still an area to be developed.
- Deaf Unit Group Centre highlighted – this has been working well
- Information Governance Bexley Clinical Commissioning Group mentioned
- Cybercrime and cyber security awareness – use of BCC highlighted when sending emails. When sending to groups, BCC should be used for email addresses so people cannot see each other's email addresses (unless this has been agreed with the owners of the emails)
- IAF – Information Assurance Framework
- Diabetes update – transformation programme
- Voluntary Sector – more engagement needed
- Visual Impairment

Chair to share information of meetings attended

- 7th November – Morning - Special Meeting for new members of the Patient Council which was informal. SOP (Standard Operating Procedure) was discussed. Albion PPG Chair Terry provided information on proposed bus route changes in January 2020 affecting, 428 (Erith to Crayford); 492 (Sidcup to Dartford), both these buses used to go to Bluewater. 96 (Woolwich to Bluewater via Darent Valley Hospital) - No change.
- 7th November – Afternoon - Governing Body Meeting. Question put to Andrew Bland & Neil Kenneth-Brown by Chair. “What is going to happen to the existing Patient Council and in future will there be a Patient Council network between 6 CCGs from April 2020?” Answer: Still being looked at but very likely there would be instead a Resident Council which may include a representative from local council and the BBB (Borough Based Board). There is concern that politics may be introduced into the meeting by the councillors as these meetings are supposed to be about health.
- 7th November – Evening - PPG Network Meeting – SG and SGi attended. Main items included “Ageing Well” event 12th October and the GP Patient Survey. New appointments: Chair, Julia Hart (Westwood Surgery) and deputy chair, Terry Murphy (Albion Surgery). Copies pass round: GP Patient Survey and Ageing well magazine.
- 10th November - SG gave a talk at the United Reformed Church on Thursday 10th October about Local NHS (CCG). Over 30 people attended and thanks to Mavis for inviting SG and Lotta from CCG and serving tea and coffee.

Surgery news

- Dr Nair and Dr Monserez are about to finish. Dr Laureen Jacquet is about to start.
- Changing the clinical system was a challenge but the surgery worked on maintaining a good service.
- Registering patients on the new online services systems is ongoing.
- 'Flu immunisation is going well after a slow start due to the system change.
- 4 meetings of Governing Body held of new Primary Care Network. Staff have helped each other for absences. The 3 practices are working on quality improvements for Prescribing Safety and End of Life care.
- Greater patient input into PCN strategy and decisions over next few months.
- The Chair asked about the proportions for the Social Prescriber – can we adjust our percentages of social prescribing and clinical pharmacy? Dr Schmalhorst confirmed no as this is set. Other rules are being discussed.
- Dr Schmalhorst confirmed that the Practice Manager has installed the AccuRx texting system which means the doctor can text the patient directly rather than having to go via Reception. Shiela Ruhomaulu asked what texts are sent – comments on results e.g. the doctor has seen your ECG and needs to see you, please make an appointment. Jenny Phillips – re letters from hospitals, do GPs receive all they should receive? Dr Schmalhorst confirmed around 10-20% of letters are never received by GPs. The Chair – will GP only text if there's a reason? Dr Schmalhorst confirmed the extent or scope is not yet known. Halima Patel asked if all patients will check their phones, e.g. the elderly. Sandra Gilliard asked if the system can have an "X" prefix on the number which prevents text messages but still allows phone calls? Patients who use mobiles for phone calls but not texts can then opt out of texts this way. The Practice Manager was unsure if the system allows this. Discussion led to the poor quality or lack of information in letters from other organisations, in particular Darent Valley Hospital.

Any other business including Chair's announcement

The Chair apologised for his behaviour at the last PPG meeting, in particular to Jenny Phillips and the Practice Manager. He visits other PPGs to advocate good practice and he felt his behaviour at the last meeting fell short of his standards.

The Chair summarised PPG achievements over the last few years:

"I have been looking back at significant dates for our PPG committee & my involvement since the PPG started at Plas Meddyg Surgery in January 2012. I was invited by Dr. Mo to join our PPG committee in June 2013. I was

appointed as chair in February 2014 as a result of stepping down of the then chairs Nicolette & Tony Brown due to family commitments. I took part in the last CQC inspection of Plas Meddyg Surgery in August 2015.

In subsequent years the PPG members have helped the surgery with administration during flu vaccination period until new system introduced in 2019. We have run 2 raffles during flu vaccination period to raise money for the surgery, £900 in 2014 & £1500 in 2017.

We have run two annual get together with our patients at the United Reformed Church Hall in 2018 & 2019.

At present we have 10 Members in our committee and 32 Virtual members. Our practice PPG is held as an example of the highest order.

I am very proud of our achievements so far and thank you all for your help over the years.

I feel it is time for me to step down both as a chair and also from the committee.

So, there are 2 vacancies, Chair and Deputy Chair. Please put forward your names to Mark for the positions between now and next meeting on Tuesday 28th January and if there is more than one candidate for a position, we will decide with the show of hands.

My final short handover meeting will be on Monday 16th March. My suggestion is that we have a dinner at Ferrari's to celebrate our PPG."

Jenny Phillips said there are "big shoes to fill" when the Chair leaves. Mavis Wilson suggested the Chair's wife should be thanked from the Committee as she facilitates the Chair's activities which help the patients and the surgery. The Committee thanked the Chair for all of his hard work on behalf of the PPG and Plas Meddyg's patients.

Speaker for next meeting: Paul Cutler, Lay Member, CCG

Date of next meeting Tuesday 28th January 2020