

# Friends Road Medical Practice

## Notes of Patient Participation Group (PPG) Meeting

Tuesday 14<sup>th</sup> November 2019

### ***Patient Participation Group:***

CW, KN, MM, KL, JC, VJ, KA, and ST

### ***Apologies:*** MJ

### ***Areas Discussed:***

1. Minutes of previous meeting were approved.
2. Members of the PPG were welcomed and introductions made (in person and electronically via e-mail communications).
3. The terms of reference/purpose of the group were re-visited and it was agreed that we should continue as before and that proceedings should be kept as informal as possible. The group felt that the frequency of the meetings was right and we would therefore continue to meet twice a year and will also communicate by email.
4. It was previously agreed that the practice based patient survey should be repeated in order to assess the wider views of the practice population. A survey has been carried out annually for several years. As this formula works well it was agreed that this template should be used again so that comparisons/improvements can be measured. The survey covered topics such as Types of Access, Telephone Access, Appointments, Manner & Attitude of the Clinical Team and the Reception Team, Overall Satisfaction Levels etc. This survey is in addition to the National Patient Survey and the Friends and Family Test.
5. An update was provided on the new Primary Care Networks (PCNs), which replaced the old CCG Networks (i.e. East Croydon Network). We are part of 'GPNET5' which consists of 5 practices. The other practices are Birdhurst Medical Practice, Haling Park Group Practice, Stovell House Surgery and Violet Lane Medical Practice. Although PCNs are still in the early stages of development we are all working well together and have already recruited new members of the Team that will work across the 5 practices. These posts include a Pharmacist, a Paramedic and a Social Prescriber.

The Pharmacist will be able to assist with medication queries, medication reviews, liaising with local community pharmacists etc. The Paramedic will support the practices in carrying out home visits and the Social Prescriber will be able to assist in sign posting those patients that do not necessarily need health care services but may need social, community and voluntary sector services. These roles will help to reduce some of the burden from the GPs and will be a valuable resource to the wider Team and community.

6. New Website – following on from feedback from members of the PPG and through comments received from patients we have decided to completely change the practice website. The new site, although still in the design and development stages, will provide comprehensive information about all of the services available in the practice and those provided locally. The site will be more interactive and patients will be able to post non-urgent questions on line, which we will aim to respond to within 2 working days. There will be various links to health questionnaires, forms and other services. Patients will also be able to access Doctor Link for health advice 24 hours a day, 7 days a week.

Doctor Link includes a symptom checker and offers approved medical advice around the clock. Patients can get advice on how best to manage their symptoms and/or will be directed to the right place for their clinical need. This is not intended to replace the GPs at the practice but to support us and offer increased access through various mediums.

More information including the 'Go Live' date for the new website will be shared in due course.

7. There have been a number of changes at Croydon CCG; the first which has previously been discussed included the collaborative working of the CCG with Croydon University Hospital (CUH), which has seen a number of joint posts being recruited. It is felt by the CCG that by having this closer working relationship that resources can be spent more wisely and care for patients will be improved. To date there has been no negative impact of this change and it is therefore hoped that this will prove to be a positive change going forward.

The other significant change at the CCG is that it will be merging with a number of other CCGs across South West London to form one organisation. There will still be a local body that will continue to be responsible for Croydon so we really should not notice much change. The new single SWL CCG will start on 1<sup>st</sup> April 2020 however; work in preparing for this is already underway. The group will be kept informed of developments.

8. This is a particularly busy time of the year as the practice has started the winter flu campaign. The uptake in previous years has not been as high as we would like and although there have been a number of factors affecting this, i.e. mild winters, bad press about the effectiveness of the vaccine, etc. we are still committed to ensuring that we share the message of the importance of having the vaccine. Advertising materials have been displayed and we have started to send out letters and text messages offering appointments which will continue over the coming months. The target is 75% for our over 65s and our immediate priority areas will be the nursing and residential care home patients as well as those with chronic conditions such as diabetes etc. We are fortunate this year to have the Paramedic who has already visited a number of our care homes and has administered the flu vaccine.
9. Although we had some success with the Practice Newsletter, this has been somewhat intermittent and it was therefore suggested that we try to pick this up again and aim to produce this at least twice a year. We appreciate how busy everyone is however we will again look for this to be co-ordinated by the members of the PPG if at all possible? Some thought will be given to this and we will bring this back to the next meeting.
10. We are continuing to hold regular Multi-Disciplinary Team meetings, which are called 'Huddles' every two weeks. These meetings are attended by a GP, Practice Nurse, Operations Manager, District Nurse, Social Worker, Patient Independent Co-ordinator (PIC), who is from Age UK and a Facilitator. We also occasionally have other members of the wider Health Care team attend such as a CCG Pharmacist, our Cognitive Behaviour Therapist, St Christopher's etc. These meetings are useful and important in helping to support our patients particularly those with complex health needs.
11. Other Business – it was agreed to share the full results of the Practice Patient Survey with the PPG and we will also post these on to the website.
12. Date of Next Meeting – To be Confirmed (No later than April 2020)