

NOTES OF PPG MEETING HELD ON 3RD SEPTEMBER 2015 AT FARLEY ROAD SURGERY

PRESENT; NOEL URWIN, CHAIR, DR.JASPER, TRACY KEOGH, SUE GIFFORD, MARTIN FIDLER,KIM CHOI, BIMAN GHOSH, KATE MARCUZZI DAWSON, BRIAN MATTHEWS, COLIN BURTWELL, LINDA ORAM, LINDA MYLES, KAREN THORNE, [NEW MEMEBER]

APOLOGIES FROM RICHARD HARLOW [NEW MEMBER]

Tracy to enquire whether our other 'newish' member is still wishing to participate on the group.

Minutes of last meeting were agreed.

Noel welcomed everyone to the meeting and we were introduced to Karen Thorne who is joining the group. All agreed that the new room was a great improvement.

Noel reported that not much progress had been made regarding contact with the two other Selsdon Surgeries but reiterated that Nuala Conlon from the Older Adults Mental Health team would be happy to assist our group when necessary.

Role of the PPG

Noel has agreed to act as Chairman of the Farley Road Medical Practice Group for the coming year thereafter it is hoped that we would all participate in taking on this role for a year. There would be continuing fixed items on the agendas together with other items which needed discussion.

Biman enquired whether there was a written contract between the surgery and NHS England and Dr Jasper replied that there is a contract stating what needs to be achieved.

It was agreed that further meetings would have fixed dates at quarterly intervals in the year, the next one being 12th November. Tracy to arrange.

Noel enquired whether the new room would be available for all future meetings, formal or informal. Tracy confirmed this was fine so long as it was free.

Noel wondered whether we could have a separate small notice board for PPG notices, Tracy to arrange.

It was agreed that we would try to produce a newsletter. Tracy would circulate this which would be separate from the practice one. This would contain items and notices provided by members.

Surgery Developments

It was reported that Dr Rhaman, who had previously been acting as locum, would now be taking up a permanent position in the practice.

Dr Lucy McDonald had left.

Tracy informed us that our practice was the 5th largest in the Croydon area. The practice has 7 doctors, 4 nurses and 1 health care assistant, who's role was explained after a question from Linda Myles. All worked a total of full time and part hours with Saturday morning opening 3 times a month and some late evening appointments.

Noel enquired whether flu jabs were available and Tracy confirmed this.

Tracy reported that free Wi-Fi was now available for everyone.

Appointments and prescription were discussed at length with several members expressing difficulty with obtaining medication from pharmacist. There seems to be a general feeling that this difficulty was not being addressed and prescriptions were not available when they should be. Dr.Jasper reported that all prescriptions are sent direct to pharmacists but unfortunately there is no way of confirming this with the patient. Tracy explained that the surgery can track a prescription to show which pharmacy it has been delivered to.

The question was again raised regarding "alternative" prescriptions. It was verified by Dr Jasper that in no way would a medication be altered other than by the prescribing doctor. If the pharmacist could not provide the stated medication the doctor would have to prescribe an alternative. It seems that the confusion arises when a "generic" name brand provides the medication – this will always be the same drug, simply manufactured, for reasons of cost, by a different brand than one which the previous drug had been provided or that the patient had been accustomed to. This may constitute a different colour and/or design of packaging. The medication ALWAYS remains the same.

Appointments and repeat prescription ordering online was discussed and for those who found it confusing Tracy would kindly arrange some training. The system can be used 24hrs a day and for those who use it, it works well.

The question was raised about pharmacist yearly checks regarding medication. This was designed mainly to ensure people were taking the medication correctly and aims to reduce waste in use of drugs.

Linda Myles queried the situation when people were discharged from hospital with no support at home – this occurred mainly at week-ends. Dr Jasper explained that when a hospital deemed a patient fit to be discharged they were no longer the responsibility of the hospital. The local authority should provide a package of care. It was pointed out that beds were at a premium and Sue Gifford had read that for each 48 hours a patient stays in hospital after being deemed fit for discharge that hospital was charged £150. Dr Jasper could not confirm this. On this point Noel wondered if the group/surgery could provide a package of information for such circumstances and it would be looked into. Tracy reported that 111 was a very good source of information and would point anyone in the right direction if needed.

Tracy reported that she was trying to set up a Carers' Support/Dementia Group. She was seeking the help of Citizens' Advice with others and providing an on line facebook page. Regarding dementia there was a lot of training required. Linda Myles again suggested that Andy from Contact would be willing to come along and talk to a group.

Developments in Croydon

Noel and Sue reported on the Over 65's meeting which they attended. There were lots of ideas put forward especially over the next 10 years, but Sue wondered where the money and staff were to be obtained. Noel reported that he and Sue would continue to attend the meetings when possible together with Karen. Noel felt that pressure must be applied to ensure the furtherance of the programme.

National Development

Brain Matthew reported that the increased budget for the NHS is ring-fenced to keep pace with inflation. Labour is the biggest cost and staffing levels continued to be a problem. Lack of beds continues which provides problems for patients, as previously discussed. It was generally agreed that the next five years would be even more difficult. Dr Jasper reported on the difficulty of recruiting staff – no-one wants to go into GP work now and despite the government thinking that more GPs would be available to staff surgeries 7 days a week Dr Jasper had no idea how this would take place. The same would apply for 7 day a week cover in hospitals without further staff being recruited.

Care for over 65s was discussed at length and it was agreed that we should progress with our plans to provide support in this area. This would be discussed at further meetings to see what progress had been made.

There was no other business.

The next formal meeting was fixed for 12th November, at 6.30p.m but informal meetings would be held from time to time which Noel would inform us about. These would all be held in the meeting room at the surgery.