

FARLEY ROAD MEDICAL PRACTICE

Patient Participation Group (PPG)

Brief Minutes (Summary) of the Open Meeting of the PPG which was held on Tuesday 12 July 2016 at 7.00 PM in the Practice meeting room.

1 Attendance

21 Patients attended including six PPG members who met with Dr W Jasper, Senior Partner. There were seven apologies including Ms Tracey Keogh, Practice Manager.

2 Setting the scene

2.1 Noel Urwin, current PPG Chair, welcomed everyone to the first Open Meeting arranged by the PPG. The aim was to broaden awareness of the work of the PPG, through greater understanding of their role, together with deeper understanding of the work of the Practice.

2.2 The PPG originally started about 10 years ago, and as Dr Jasper agreed, it had operated mainly as a “talking shop” until 12 months ago, when Ms Keogh and Dr Jasper invited the PPG to take control of the meetings and their agenda. The PPG now meets quarterly for formal scheduled meetings (attended by Ms Keogh and Dr Jasper). PPG members also meet informally inbetween. This had been an initial “foundation year”, but as members grew more confident, they felt all formal scheduled meetings should now be open to all patients.

2.3 Dr Jasper welcomed this proposal. He believed the PPG would help the Practice by developing an open sense of partnership between Practice staff and patients. He acknowledged a growing need for the Practice to understand better what patients felt about the services available and the extent to which their needs are being met. Active communication between Practice and patients should be developed as a priority.

3 Main issues/ concerns

Noel explained the agenda for each scheduled quarterly meeting was grouped under three main headings:

Practice developments

Developments in Croydon Health

Developments in the wider NHS

For this first Open Meeting he invited all present to contribute their ideas and concerns under all three headings. A wide ranging discussion then took place. The main issues are noted below.

4 Practice issues

4.1 Pressures on the Practice

Dr Jasper commented on the growing pressures and challenges faced by the Practice. Briefly, the workload was growing without any additional resources. He then highlighted the following:

- pressures on hospital beds, and on A&E admission, and discharge, led to more care support in community settings including the GP Practices. This is a national problem.;

- in Farley Road the over 65s were a significantly growing group. More patients in this group were living longer, and more frequently presented with complex conditions.;
- there were no room for additional consulting room(s);
- there was a national shortage of Gps, it took 18 months to replace two GP vacancies in Farley Road Practice.

However, the Practice was determined to continue offering the best possible care. PPG members and patients all commented on the high level of service they experienced.

4.2 Appointments and Consultations

- the demand for same day appointments was heavy and growing both for on-line and telephone requests;
- surgery opening hours had been extended (see details in reception);
- requests to see the “Doctor of Choice” on the day of booking could not be guaranteed. It was better to book well ahead for appointments with a specific Doctor.
- alternatively, patients could ask to speak to or contact via e-mail a specific Doctor during surgery hours. Reception would make the arrangements. Dr Jasper commented this would help Gps to make effective use of their time when in the surgery. The Open Meeting suggested that more publicity should be given to these alternatives, which they welcomed.
- an appointment was not needed for a repeat prescription, and there were robust systems (including on-line) for providing these. Again, any queries could best be handled via phone/e-mail to the GP concerned, via Reception.

4.3 Quality of Consultations

- Questions were raised about the continuity and quality of consultations where the same patient saw different Gps for a continuing condition. Dr Jasper reminded the Open Meeting that all consultations were recorded on the same data base. He also commented that he and his colleagues approached all appointments on the basis that it was a privilege to a GP to be asked to see a patient, and they would always take the patients as they presented. Gps would always listen sensitively and sympathetically to their patients and recognise that sometimes other needs might become apparent than could be met in a 10 minute slot. They would readily consider a further discussion with the patient.

5 Developments in Croydon

5.1 Out-of-Hours service/ Review of Urgent Care

- Dr Jasper outlined arrangements for a “roving doctor” service managed through Croydon Clinical Commissioning Group(CCG).
- He also commented on the review of Urgent Care led by the CCG and the arrangements to upgrade Minor Injuries Units (e.g. those at Purley Hospital and Parkway at New Addington) to GP hubs as from April 2017. He emphasised the need to distinguish between Urgent Care and Emergency Care. There is now an Urgent Care Centre alongside A&E in Croydon University Hospital, staffed by Gps and available 365 days/24 hours.

5.2 Discussion at the Open Meeting indicated the need for the patients to have a better understanding of the different services available in Croydon. The PPG would promote further discussion of this issue at their next scheduled meeting.

5.3 Reference was also made to the improving availability of access to Talking Therapies in

Croydon provided by SLAM for patients with a mental illness.

6 Further PPG Activities

- 6.1 The PPG recognised the need to work closely with the Practice in all areas :
- maintaining reliable information about services available, both within the Practice and locally. The work of CONTACT, based in the Selsdon Centre, are available to individual patients was mentioned.
 - assisting with patient surveys – PPG members were developing plans to meet individual patients in the Waiting Room at quiet times, e.g. early afternoon during Surgery open times.
- 6.2 Work was continuing to finalise the PPG Constitution, which would clarify the role and responsibilities of members, and the arrangement for appointing them. This would be reported to forthcoming scheduled quarterly meetings.
- 6.3 The next PPG scheduled meeting, open to all patients, will be on Thursday 25th August at 6.30 PM in the Practice Meeting room.