Farley Road Surgery PPG Open Meeting

11th June 2019

Chair: Biman Ghosh

Panel: Dr Jasper

Grant Hoyle, British Red Cross

Biman opened the meeting, welcoming visitors and introducing the panel.

Dr Jasper welcomed the audience, and reflected on 29 years at Farley Road Surgery!

He gave an overview of General Practice, which is struggling, especially lacking front-line staff, e.g. nurses. Practices are shutting down in rural and coastal regions, as young doctors aren’t attracted to working in those areas. Fortunately, Farley Road Practice can still attract staff and continue to offer a good service to their patients on the whole.

His second item referred to NHS changes. With effect from April 2019 the Primary Care Network incorporated Farley Road and Queenhill Practices with others from New Addington and Shirley into “SELNASH PCA” of which Dr Jasper is the Clinical Director. The aspiration for these changes is that this hub will provide more pharmacists, paramedics, physios and other ancillary staff in the local area, whilst in due course Social Care and District Nurses will be attached to the hub.

Dr Jasper then invited questions from the audience, and the first one related to Croydon’s physio services. Dr Jasper confirmed that ‘MSK Connect’ took over the physiotherapy tender 2 years ago. They initially offer a phone consultation, followed by a face-to-face assessment. GP’s no longer make orthopaedic referrals. Some physiotherapists are based at the Selsdon Park Practice.

There was additional discussion about plans to open a new health centre in New Addington as sites are not available in Selsdon, and Farley Road & Queenhill Practices are restricted by space. However, this development is still a long way off.

Technology is providing additional resources; you can sign up to “Dr Link” which is a symptom checker, as well as other on-line apps. It’s also possible to get more telephone conversations and emails from GP’s.

Grant Hoyle from British Red Cross gave a presentation on First Aid Training, focussing on key actions and what to do in emergency situations. The aim was to encourage participants to have more confidence in dealing with a medical emergency.

He asked small groups to assess various emergency scenarios and come up with potential solutions, which they then shared with the rest of the assembled company. These scenarios covered fractures, head injuries, strokes, heart attacks, unconsciousness/coma and CPR. There was ‘audience participation’ and a general feeling that this session had improved people’s confidence in dealing with emergencies. Grant also mentioned that Automatic Defribillators (AED) are often to be found in public places and contain comprehensive user instructions.

Biman thanked everyone for attending and closed the meeting at 8pm.