

MINUTES OF MEETING OF FARLEY ROAD MEDICAL PRACTICE PATIENT PARTICIPATION GROUP NOVEMBER 12TH 2015 AT FARLEY ROAD SURGERY

Present: Noel Urwin, Chair, Tracy Keogh, Brian Matthews, Colin Burtwell, Karen Thorne, Biman Ghosh, Sue Gifford, Richard Harlow, Choi Har, Kate Dawson

Apologies for absence: Dr Jasper, Martin Fidler, Linda Myles, Linda Oram

Minutes of last meeting agreed. Noel to produce supplementary CCG notes in due course.

Noel reported that the representatives from Contact and Selsdon Centre for the Retired did not attend the informal meeting on 3rd November due to a misunderstanding over the date but would attend the **next informal meeting which is on 23rd November at 9.30a.m** at the Surgery. (Some members are finding this time inconvenient and Brian Matthews proposed a poll over future dates of meetings). Choi reported that it was not possible for Age UK to attend.

- **Developments in the Practice - Tracy reporting**

Surgery is now on Facebook and WiFi is available for patients in the waiting room at Farley Road.

Tracy met with representative of **Contact in Selsdon** and will now refer patients if required

- The Practice now a **Carers' Lead Member Karen Wild**, attached to the surgery who is also a **Healthcare Assistant** who will provide contacts and aid for carers; Tracy referred to a leaflet she had received regarding the **Association for Pastoral Care in Mental Health** which could be another useful link and the surgery has now met with representatives.
- There are still plenty of **flu jabs** available for those eligible but Tracy explained that if people who did not fall into the relevant category they could pay for a jab at chemists but surgeries were not allowed to charge for jabs; Tracy will follow up non-takers;
- **DNAs were discussed** and it was agreed and explained that there was no way the surgery could penalise the patients who did not attend, however persistent offenders were at risk of being de-register; Tracy would continue to publicise the figures; **150 new patients** had been registered since April, some transferring from other surgeries but others from further afield as there were no boundaries now however the surgery would not visit outside their own boundary
- Prescriptions – Noel reported about misunderstandings in the way prescriptions were produced
- **Online sessions** which had been requested by the PPG and had been arranged had not been taken up and it was agreed that we could not waste the surgery's time so would endeavour to support each other; there were 4550 patients who had signed up for online registrations.
- **Notice Board notices** had been laminated by Tracy and as Brian would now take responsibility for this members of the group should liaise with him re items for display and he would in turn liaise with Tracy
- Tracy informed the group that she will be looking at changing the website as she felt it was too busy, Tracy would also like to make sure that the format will be provided as an option in different languages.
- Communication **Tracy** explained that she was unable to use any other computer package by way of email or Microsoft programmes other than what has been provided by NHS as some members were unable to open documents – she checked how members wanted to receive messages.
- **Newsletter** – Sue will edit but needs contributions from members – will aim to get first one out within the next few weeks – it was agreed that we would include details of the new A & E facilities at Croydon and list of contacts

- Noel felt that the **Practice leaflet** was not up to date and would liaise with Tracy about this; Tracy explained about the **Virtual Group** and how it worked – these were patients who wanted to be involved but were unable to attend meetings for various reasons but wanted to be informed and involved. There were about 100 members on the group who complete surveys and are kept in touch online and they in turn respond in this way; Noel will attempt again to make contact with other Patients' Group Chairman in the Selsdon area to endeavour to combine ideas.

Developments in Croydon

- There was a discussion relating to the new siting of the temporary **A & E facility** at Croydon although we were now to refer to it as **Urgent Care Centre**. Brain Matthews felt that the entrance had not been planned as it was off a one way system. Tracy reported that all **Urgent Care facility providers were up for renewal** which included that A & E facility.
- The CCG meetings were discussed and most agreed that they were all very poorly run and are very non-productive in conclusions.
- There was some confusion about the next date of 1st December which some members thought was an open meeting but indeed it appears to be a Board meeting – Tracy assured us that she would always forward any information about meetings.
- **Richard met with MP Chris Philp** when he held an open meeting in Selsdon recently and said he was very approachable and was aware of problems.
- **Sue reported briefly about Alzheimer's meeting in Library on 19th October** – she and Richard felt it very worthwhile but poorly attended.
- **Noel reported on SLAM meeting he and Choi attended on 9th November** which was very well attended and very informative. Looking forward to outcomes.

National Developments

- Tracy said there were no firm plans or contingencies for the for the **7 day provision of care for patients** and she imagined it would be a matter of **forming a hub in Selsdon** to provide this service with each practice. No firm plans at present.
- It was agreed that the news circulated regularly from Brian was very useful.
- **There was no other business**

The next informal meeting would be on 23rd November at 9.30a.m at the Surgery and the next formal meeting would be on 4th February 2016 at 6.30p.m at the surgery.