

Farley Road Medical Practice Patients' Participation Group
Minutes of Meeting held on 4th February 2016 at the Surgery

Present: Dr Jasper, Tracey, Noel Urwin, Kate Dawson, Biman Ghosh, Sue Gifford, Choi Har, Karen Thorne, Linda Oram, Colin Burtwell

Apologies received from Brian Matthews.

Noel welcomed everyone and ascertained future dates as set out in previous notes.

Practice Items

1. Tracy reported that there had been no **staff changes** other than a new nurse who was doing a locum for 4 months – it was hoped that she would stay after that time. There had been an increase on patient numbers to 11,500 and there had been 40/50 new registrations per week. There was no cap on patient numbers at present. There is a stable population in the area and all ethnic patients' languages are dealt with. If patients move out of the "catchment" area it is made clear that there can be no home visits. Work load has increased due to complicated issues with patients.
Practice Profile Noel asked about the and Tracy reported that there was nothing at the moment.
DNAs - we agreed that numbers were shocking but Tracy explained that letters were sent to all patients who missed an appointment. Colin asked how long a patient was given before it was classed a DNA – Tracy informed him that it was half an hour. Once registered a patient will always be seen. Karen wondered about double booking appointments but Dr Jasper and Tracy explained this was impossible, as was charging. After a question from Noel Tracy and Dr Jasper ascertained that there was no reason why some doctors had more DNAs than others. It was agreed that this item was now closed other than Tracy reporting the numbers.
2. **Items raised by PPG members**
Registering online; 40% of patients were now registered online but there was no pressure to do so Tracy assured us.
Warfarin testing; Tracy reported that testing is now being carried out at the Queenhill Road Practice.
Water provision; Dr Jasper and Tracy reported that there were no plans to install a water provision due to several reasons, part being cost. This would not be raised again.
Continence Training; Noel asked if this could be included in the practice but Dr Jasper said it was better dealt with by professionals in one place – The Lancaster Suite at CUH. This matter is now dealt with.
Relations with Contact/Selsdon Centre; Noel said that meeting with Andy Stranack was helpful and Tracy reported that patients would be offered a referral to Contact if the surgery felt they would benefit. Otherwise anyone is free to go to

either of these facilities to enquire about assistance at any time. This matter dealt with.

Membership of the PPG Group; Noel reported that he would like the group number to increase to 15 and an item would be put in the newsletter when we produce one.

Notice Board; It was agreed that this looks disorganised and needs to be updated. Noel to speak to Brian who had undertaken this role. Tracy explained that there was no room for a larger one. Choi raised the point that there was no notice board for the PPG at Forestdale – this would be looked into by Tracy.

Newsletter; After a suggestion from Dr Jasper it was agreed that we all bring an item to the 12th May meeting and also email it to Tracy who would compile it and make it available in the waiting room. It was agreed that this had been discussed for too long and needed to be organized.

3. Constitution

Tracy reported that this was needed to formalise things and it was agreed that we adopt the interim version without the Finance aspect. This will be discussed further. Objectives **of the PPG** - Biman wondered what the purpose of the group was and felt that we discuss things repeatedly without coming to conclusions. Dr Jasper replied that he felt that our comments kept the surgery honest and always welcomes questions. Tracy reported that we were free to alter the wording on Patients' Surveys. Biman also wondered why other doctors do not attend Dr Jasper said that they would not be able to reply to questions easily. Dr Jasper and Tracy feedback issues discussed. Matters are in hand regarding training staff to take more responsibility.

The **size of the PPG** was reported earlier and it was agreed that there would be an annual appointment of the Chair. Noel would like an **AGM** and this could be held at St John's Hall. Noel felt that members should endeavor to attend **Public Meetings** if possible. Noel briefly raised that question of **training for PPG** members but no discussion was held.

4. Urgent Care Review

Noel reported on the meeting of 6th January and said it was well organized and informative. There will be an upgrade of existing Minor Care Unites at Edridge Road, Purley Hospital and New Addington. These would be GP led hubs and the organisation of them will be put out to tender. Dr Jasper reported that a number of GPs in the Croydon area had formed a collaborative and would be submitting a tender. Tenders will be open from all sources. The hubs would provide a GP led service and would deal with usual GP issues. There will be a NHS budget. Patients in the North of the Borough will continue to use CUH A&E. Further updates in due course.

Dates of the next meetings will be on 22nd February following up from this meeting and 25th April for the informal meeting prior to the formal meeting on 12th May. There will be an informal follow up meeting on 23rd May.