

# **MINUTES OF PATIENTS' CONSULTATIVE GROUP MEETING**

## **THURSDAY 24<sup>th</sup> May 2012**

**Present:**, Dr Jasper, Tracy Keogh Practice Manager,  
Noel Urwin, Kate Dawson, Linda Oram, Susan Gifford, Robert Burtwell, Martin Fidler, Annie Curtis

**Apologies for absence:**, Dr Cockell, Dr Cashman, Dr Sanderson,  
John Thirkell, Gerald Kelly, Vera Vipond, Choi Kim, Edward Glynn, Angela Green,  
Brian Mathews, Brian Corbett Biman Ghosh,

**Minutes of last meeting:** Approved

**Matters arising:**

**Members Experience:**

- Purley Hospital – PPG member had feedback for a Physiotherapy appointment that was booked. It seems that there was a delay in not having the correct paperwork, Dr Jasper explained further.
- Patient Care 24 – PPG member gave excellent feedback
- Purley Hospital – PPG member sent in an update.

**Practice Developments:**

- Memorial for Dr David Lyell – positive feedback from the patients that have seen the water feature in the front of the property, a plaque has now been placed on the memorial.
- New signs have now been installed at Forestdale, a new sign will also be installed at the main surgery. New flooring has now been laid along with 2 new doors and a refresh in painting..
- CCTV has now been installed for patients safety along with staff safety
- Dr Cashman will be retiring on 15<sup>th</sup> October after 20 years + service.
- Additional appointments constrained by the size of the property, demands increasing due to care being handed back from secondary care for chronic and long term conditions. Demands from patients and their expectations along with technology and preventative medicine means patients are being seen more frequently thus leading to more acute appointments for on the day which reduces pre bookable appointments.
- Meeting today held with SLAM – South London and Maudsley Trust for Mental Health – this proved to be a very proactive meeting which was kindly arranged by Noel Uriwn. 2 managers attend a meeting with Dr

Jasper to discuss the issues the practice had in relation to our patients for access to this service. SLAM explained that they are over worked and under resourced but a dialogue has now been opened by way if they felt a referral was inadequate then they would now discuss this with the practice rather than sending the referral back. The practice will also work with SLAM on patient discharges; this will enable a smooth and supportive transition for the patient. We will be holding regular meeting from now on with SLAM. The PPG felt that this was something we should bring up at consortium level.

### **NHS Changes:**

- Referrals – Choose and Book – Dr Jasper explained that as a practice where possible we would offer the patient the choice to seek treatment where the patient wanted to be seen. Dr Jasper explained that there are now “Pathways” which the Gp’s should refer patients, by using these “Pathways” it removes the choice but enables patients to be seen locally at a reduced cost to the primary care trust.
- Our 3 Patient champions are yet to meet with the Cluster Manager. Tracy will contact the relevant managers for feedback. – **Tracy has tried several times to get some kind of answer as to what is happening to the patient champions, no reply from anyone as yet**

### **Practice Profile:**

- PPG felt that the surgery provides an excellent service in relation to offering patients appointments and patient’s experience. PPG also felt that there was a lot of pressure on the surgery in relation from publications that always refer to “please see your GP if you wish to discuss further”.
- PPG asked for the surgery’s view on offering appointments to those patients that are now over 65 years old as our patient demographics show we have over the average population at the surgery. Dr Jasper explained that patients who have a chronic condition or long term issues are recalled to the surgery each year by way of a recall system that our software alerts us to, medications are also reviewed on an annual basis. PPG wanted further understanding on why some of their medication had changed from 3 months to 56 days, Dr Jasper explained that these changes are from direct changes at the PCT and that these were out of our hands. PPG also felt it was worth highlighting in the newsletter that if you are on long term medication and you do pay for your prescriptions that it was worth purchasing a pre paid yearly prescription as this will generate savings.

- **Any other Business**
- Suggestions for the group were:-
  1. Can patient's text in to cancel their appointments – Tracy updated the group that she is hoping to run a pilot with NHS Mail and the primary care trust. – **Tracy has raised this with NHS mail, they are looking into this**
  2. Website – Tracy informed the PPG that she will be updating the website and any suggestions are more than welcome.
  3. Patient Survey – this has now been agreed, Tracy will make the suggestions that the group felt were necessary and will then roll out. The surveys will be at both surgeries along with the website.

**Date of next meeting - Thursday 13<sup>th</sup> September @ 6.30pm**  
**Venue St Johns Hall, Upper Selsdon Road - CONFIRMED**