**The Farley Road Medical Practice**

**Open Meeting Tuesday 20th May 2025**

**Meeting notes**

* **Online Services**

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**Welcome**

The PPG Chairman, Mr Biman Ghosh, welcomed all the attendees to the meeting. He said he would welcome feedback about the meeting from any attendees. He then introduced the speakers:

1. **Dr Jasper**

Dr Jasper started his presentation by saying that there is a theme of things changing and yet nothing changing.

Dr Cockell has left after 30 years and she was a great asset to the Practice. She has moved onto pastures new and to retirement. But Farley Road is still open for business.

Dr Patel has also left and Dr Christou is on maternity leave.

There are also three nurses leaving but there are new staff coming in.

The Practice is becoming a Training Practice for training Doctors who wish to become GPs.

They have replaced most of the lost doctor sessions, some by using locums, and Dr Jasper said that he was very optimistic about the future.

He is indebted to the PPG and to the patients who care about the Practice and give feedback. Patients in Selsdon are generally great. They listen to the advice given to them and we have a healthy relationship with the Practice.

We also have a new Government, which brings change. We are to have a new 10 year Plan which again emphasises the move to improve prevention so that there is a reduced need to see doctors; to increase digital (the Practice tries to remain traditional and stay visible) and lastly to bring care closer to the community rather than always going into hospital.

Change is good but somethings will have to be done differently. The Practice wants to make the patients’ journey better. We try our hardest to be accessible, to do the best we can for people and most of the time it works well.

**Questions for Dr Jasper:**

**Q1** Thanks to Dr Jasper particularly for referring me to a cardiovascular rehab programme. This was at All Saints Church and happened every Wednesday for eight weeks. It went through the basics of sleep, food and fitness and it changed my life.

**A1** The Practice can send patients on the programme but places are limited.

**Q2** The Practice is fantastic, the entire staff. How is it doing financially?

**A2** The letter that was sent to patients was from the BMA. General Practice has struggled from lack of finances. But we run a tight ship and think ahead. There has been an increase in funding for Primary Care, which is welcomed. It was a small increase but costs are going up. It’s not just about the money.

**Q3** The letter from the BMA was quite worrying.

**A3** It was a very political letter and was trying to scare the population. Everyone does need to understand the difference between Primary and Secondary Care. Secondary Care i.e. hospitals, get the majority of the funding but we need to shift money out of hospitals. But where do you take it from? Do fewer hip replacements or cardiac bypass operations? New technologies are more and more expensive. Some things that used to be cared for by hospitals, such as diabetes or COPD are now cared for by GPs. There are no limitless resources. Also, we have no additional space. Covid led to some doctors working from home. Our aim is to carry on giving as good a service as possible.

**Q4** What exactly is a Training Practice and will it affect our appointments?

**A4** We will have one trainee GP to begin with. Your appointment will start with the doctor but she/he will come and talk to her/his trainer after the consultation. They will have already worked in a hospital but are learning to be a GP. It brings kudos to the Practice and makes the Practice more attractive to new GPs. It is also a source of finding good, new GPs.

**Q5** What is the new hub in New Addington?

**A5** This is to speed up diagnosis. At the moment, we refer to a hospital who then refer on to a CT scan so this misses out the middle man in that we can refer directly to the hub. We used to biopsy everyone with a raised PSA, but doing a scan first lets us know which patients need a biopsy and so reduces waste.

1. **Mr Tim Allardyce – Clinical Director of Surrey Physios**

Mr Allardyce said that he had been in Croydon since 2005 and had in fact, worked at the Farley Road Practice during a pilot called Rehab Plus, using physiotherapy in Primary Care. He had also worked as a Covid vaccinator during the Covid pandemic. He explained about putting additional roles into GP practices such as Physios and Paramedics. He now works as a First Contact service, set up by NHS England. About 20% of GP appointments are for joint pain such as neck pain or wrist pain. These patients are now referred to One First where they receive guidance and support. They are given exercises and perhaps strapping and the patients can be referred for X Rays and the Musculo-Skeletal (MSK) service. My Allardyce said that he would prefer to be able to provide immediate treatment but there has been significant cost cutting and he does the best he can with available resources. He is based in Selsdon opposite the Birch site.

**Questions for Mr Allardyce**

**Q1** Do you treat sports injuries?

**A1** Yes, If you injure yourself during sport, we can give advice.

**Q2** How do you know that a pain isn’t something like cancer?

**A2** We have a global screening process and access to a Physiotherapist on call. We refer to A&E if there are any red flags.

**Q3** How do we contact you?

**A3** You call the GP surgery and they will refer you to us or you can come directly to us.

**Q4** What is the next stage?

**A4** We see you first and then you follow our exercise plan for six weeks. By that time we know if you need to see a specialist and we refer you onto the MSK service.

**Q5** Isn’t that a waste of money? The injury may get worse by leaving it for six weeks instead of starting treatment immediately?

**A5** Yes, we agree!

1. **Ms Shalini O’Kane – Outreach lead for Croydon Vision**

Ms O’Kane explained that when she goes out and speaks to groups, people think she is an Optician. She is not but she supports people with visual impairment. She explained that people can become a member of Croydon Vision and use their facilities. She said that most people don’t go to see an Optician early enough when they are worried about their eyesight and she implored members of the audience to make sure they had their eyes tested. She explained that Croydon Vision is open Monday to Thursdays and that they cater for people of any age. They teach vision awareness training e.g. is it OK to say “see you later” to a visually impaired person?

Ms O’Kane said that she is visually impaired herself and is registered blind. Growing up in Mauritius, she couldn’t see the blackboard properly but she never told her family because in her culture, it damaged her chances of marrying well. She explained that she found ways to adapt and ways to hide it. She came to work at Croydon as a Volunteer and found that she could teach people some skills such as how to cook and how to find appliances adapted for the blind. Using a GP Practice could be difficult for blind people e.g. seeing the check in screen but that the receptionists at Farley Road were very helpful.

Dr Jasper reminded everyone that not all disabilities are visible and that they have assistance dogs come into the surgery. He didn’t know how many visually impaired patients were registered with the Practice.

**Questions for Ms O’Kane**

**Q1** What are the criteria for visual impairment for Croydon Vision? Impairment is very variable e.g. with Macular Degeneration. When does it become visual impairment?

**A1** If you see an Optician, they can refer you to Moorfield’s who can decide and give you a certificate. Opticians cannot give you a certificate.

The CEO of Croydon Vision joined in the discussion as she was in the audience and said that you don’t have to be severely impaired to use Croydon Vision. They provide a range of activities and work in prevention as well. They are working with GPs to publicise what they can offer.

1. **Ms Liz O’Donoghue – Manager of Selsdon Community Clubhouse**

Ms O’Donohue Welcomed the audience to the Clubhouse.

She explained that in 1971, a survey showed that people in Selsdon aged over 60 were feeling lonely. They needed to be able to get together and the Selsdon Centre for the Retired started in a porta-cabin but moved into the clubhouse when Sainsbury’s was built. The facilities are primarily for the 60 plus age group in a lunch club. Croydon Council removed its funding in 2023 but the then Treasurer secured Lottery funding and secured the future of the centre for a further two years. The Trustees know that they provide a lifeline for the community. Ms O’Donoghue says they are working with people like GPs and Social Prescribers to ensure that they know about what is available. People come together just to talk. There is a lunch club on Mondays, Wednesdays and Fridays in this lovely space. The centre is now called Selsdon Community Clubhouse and is not just for the retired. The rebranding will soon be complete. They now have a lease agreement with Croydon so they need to keep everything up to date.

Contact is based downstairs. They are two separate charities and provide two separate services for the community. Contact works with people in their homes whereas the clubhouse offers a two-course lunch, activities and live entertainment. They want more clients to come to sustain the clubhouse but they are a charity and are always looking for more volunteers to spend time in the kitchen or to help with passenger assistance. There is no membership fee and a two-course lunch costs £12. There is an additional charge for a minibus ride of £2.50 to get to the centre. Activities include a hairdresser, foot care, chair yoga and Move it Mondays and a Pilates class. From June there will be a beautician. The Carers Café happens on the last Tuesday of the month for unpaid carers where they can learn about services available for them. This will hopefully progress to become a Wellbeing Café. All these activities encourage social engagement. The website is being upgraded and you will soon be able to book and pay for all these activities.

**Questions for Ms O’Donoghue**

**Q1** Will you be getting an alcohol licence?

**A1** Yes we are getting one. The facilities can be hired from 7am to 10pm, Monday to Saturday, with reduced hours on a Sunday.

**Q2** Do Croydon Hearing come here?

**A2** Yes, twice a month. You book directly with them.

1. **Mr Biman Ghosh**

The Chairman of the PPG thanked all the speakers and gave attendees a last opportunity to raise any questions to any member of the panel.

**Q1** Are there plans for all health services to be able to talk to each other?

**A1** Dr Jasper said that systems don’t talk to each other. Each General Practice is an individual business. It’s only in the last year that he is able to see what hospital systems have. He still gets letters through the post. There is not enough money in the NHS. But the Social Prescribers are a new role so let’s celebrate the good things.

**Q2** I get lots of emails from Pharmacy2U. Do they work with our own surgery?

**A2** Dr Jasper confirmed that they do work with the surgery so that patients no longer have to go to a pharmacy to get their medications. Pharmacies are going out of business.

**Q3** What about DNAs (Did Not Attend)? I was one of those that used Option 4 but apparently, my message was not passed onto the receptionist.

**A3** Dr Jasper confirmed that you are not blacklisted for failing to attend. He said that there are very few patients who don’t want to turn up.

**Q4** One member of the audience said that if you are eligible, the Pharmacy in the area will deliver.

**A4** Dr Jasper said that that was a relationship between you and the Pharmacist but it is worth asking the question

**Mr Biman Ghosh** ended by thanking all the speakers and attendees. He mentioned that the PPG has 10 Executive members and we currently have one vacancy if anyone is interested to contact him on [bandrghosh@hotmail.com](mailto:bandrghosh@hotmail.com) . The meeting closed at 19.30.