

PPG (Farley Road Surgery) Open Meeting  
5th June 2018 @ 6.30pm

Panel: Dr W Jasper  
Sonal Patel

PIC's Paul Etheridge, Sandra Leonard

Chair PPG: Colin Burtwell

Colin opened the meeting by welcoming the panel and audience - about 20 as well as PPG committee members - and invited the PIC's to talk about their roles.

Item 1

The 'PIC' (Personal Independence Co-ordinators) work closely with Age UK in Croydon. Their remit is to support people to live independently in their own homes. They are part of a multi-disciplinary team which is "person-centred", focusing on integrated care for individuals' needs.

The scheme started in November 2016; there are about 14 PICs across the Croydon Borough.

Meetings are called 'Huddles' and include GP, Community Nurses, community pharmacies. Individuals have to give consent for their situation to be discussed. PICs call themselves 'the well being service'.

Referrals can be made if the individual is 50 + years of age, with a major health condition which would contribute to potential, unplanned hospital admission.

GP Practice invites people to participate; if they agree, the PIC contacts the individual. They visit people at home and together identify some goals that the person can aim for. PICs make regular visits to support the individual, but don't foster dependency. The process is designed to be a 3 month intervention, and the individual may be referred onto other services thereafter. The aim is to seek improvement in a person's health and well-being, along with a reduction in hospital admissions.

Sandra gave a case-study of a successful intervention. PIC's can improve 'sign-posting' services.

Pat Knight from 'Health Watch' said that they had surveyed PIC clients and got a 'very satisfied' response.

Item 2

Sonal Patel, the Farley Road Surgery pharmacist, introduced herself. Her role is to help patients with their medication. It's a new role and involves an 18 month training pathway. At the end of the training she plans to become a prescriber in a specific area. However, diagnosis with always remain with the GP, with Sonal taking on more of a 'managing prescriptions' role. Patients can contact Sonal if there is some confusion over different items, eg with start dates. There were leaflets available for attendees to take away.

### Item 3

Karen Thorne, a PPG committee member, took the opportunity to raise awareness about 'Death Cafes'. This is an initiative to encourage people to 'look ahead' and consider their plans and wishes. It enables a conversation to be had about what you want, eg making a Will as a starting point. It doesn't offer bereavement support, but a new initiative - Bereavement Cafes - does just that and is starting out and Karen gave dates and venues of both Cafes.

### Item 4

Dr Jasper reflected on the past year and valued the PPG for arranging this meeting and having the opportunity to share suggestions and interact with patients.

The Practice has about 40 staff, and he acknowledged that the surgery is in 'pretty good shape' due to everybody's team effort, for which he thanked them all!

Sonal's appointment is a symbol of innovative change. As she deals with patients' prescriptions and monitors the safety of the scripts, it releases the doctors' time to see the patients. Doctors are trained to make speedy diagnoses.

The 'Huddles' meetings have resulted in more 'joined-up' resources (via PICs)

'Croydon Physio' are providing an in-house physio service for muscular-skeletal problems which is reducing referrals to hospital.

The major problem affecting the surgery is the recruitment of permanent doctors and nurses as opposed to using locums. Continuity of staff helps to maintain 'customer' ie patient satisfaction.

There was a question regarding who to see with a minor injury, eg cuts etc? The best place would be the minor injury clinics at Purley or New Addington unless you think an X-ray is required in which case you should go to A&E.

Farley Road Practice is also limited by it's space restrictions; there are currently no alternative locations and using separate sites (eg empty shops) won't provide any economies of scale. Nor is there an option to combine with another surgery as insufficient space, and costs are a major factor in the business. The Practice is funded by the number of patients on the roll - whether or not they attend the surgery.

There was a discussion about using pharmacy services - eg Health Checks, Flu Jabs etc. Pharmacies like to offer these as they are paid for administering them.

A final point was to promote Farley Road's on-line services - appointments, repeat prescriptions etc.

Colin wound up the meeting by thanking all the panel for their time. Meeting closed at 7.45pm