

FARLEY ROAD MEDICAL PRACTICE
PATIENTS' PARTICIPATION GROUP
MINUTES OF MEETING HELD ON 12TH MAY 2016

Present; Dr Jasper, Noel Urwin, Sue Gifford, Choi Kim, Linda Myles, Linda Oram, Kate Dawson, Karen Thorne

1. **Apologies for absence** were received from Tracy Keogh, Biman Ghosh and Annie Curtis
2. **Noel confirmed that the Constitution** which had previously been circulated be passed and adopted for the following year, with the proviso that it could be amended after that time. All agreed.
3. **Informal meeting of 25th April 2016 – notes had been circulated. There was only one matter arising** – Testing of anti-coagulants was discussed and Linda Oram would further regarding Boots and the possibility of attending the Queenhill Practice which carried out testing.

Linda Myles and Sue Gifford reported that following their meeting with Tracy and subsequent investigation, the Open Meeting would be held on 12th July from 7-9p.m. at St John's Hall, Upper Selsdon Road. It was agreed that more planning was needed for the meeting and this would be discussed at the informal meeting on 23rd May. It was agreed that it has to be tightly structured and we must state what we are offering.

Members discussed the issue of **talking with patients** in the waiting room – Sue felt that it would be intrusive to patients who were probably not feeling well and some might feel it intrusive. She would not be comfortable doing this. There was also the question of space which was tight when the waiting room is full. Linda Myles thinks it a good idea after discussion it was felt that for those who would be willing the best time would be just after lunch when the surgery is less busy. Further discussion on this in due course. It was noted that June 6 – 11th was PPG Awareness week and this could be our contribution.

Noel reported that he and Biman would be compiling the newsletter shortly and this would give as much detail as possible about the PPG, local issues and particularly advertising the Open Meeting. It would include a form for people to fill in if they were interested in coming to the meeting.*

*Since the meeting Sue inserted an article in the Selsdon Gazette, having previously thought we had missed the deadline, and the Editor wanted contact details for people as she felt that they might not bother to come to the surgery to register their interest. Sue contacted Tracy and she agreed that we could use the office email address and the surgery telephone number. This is probably a better idea.

4. **Developments in the Practice.** Dr Jasper reported that one of the nurses, Caroline, was leaving and would be replaced. **Several admin staff had left** and that two senior admin staff would be appointed to carry out more duties which would reduce the load of the doctors and existing staff. He also reported that not **all patient letters referring to hospital**

consultations and referral would be read in future. If there was a problem this would be flagged and the letter would then be read. All letters will appear on the system. **Extra staff will** be employed to deal with the repeat prescriptions as these have increased. **Noel reported** that he would like nurses and admin staff to be more familiar with our work. Dr Jasper said he would approach them but they are probably too busy to take on anything else. **Linda Myles** suggested distributing our newsletters and leaflets to the staff. Dr Jasper also wonder whether we would consider adopting a **Facebook Page**. Dr Jasper confirmed that the **workload for the doctors** had definitely increased. We are all living longer/improved healthcare for older people partly the reasons. Regarding **7 day week opening**, the question of doctor numbers was raised. GPs would not want to work more than five days a week and therefore if they worked over the week-end they would take two days off in the week to compensate. The junior doctors dispute has raised awareness of the plight of doctors although Dr Jasper does not approve of their actions but sympathises with their cause. He felt that we need more Primary Care doctors and that 10 minutes was no longer long enough for consultations. **Noel again raised the referrals to Contact** – Dr Jasper said this was only done when the surgery felt it may be useful but was rarely taken up as it was purely voluntary and no referrals were needed. It was again stated that anyone can approach Contact at any time for any help which is supplied. Linda Myles confirmed that Contact had been in operation for approximately 30 years and as at past meetings it was suggested that we no longer need to continue with this matter.

5. **Developments in Croydon.** The question of the **PPG Network** run by Anne Milstead was raised – Sue reported that she would not continue as a member and if anyone else would like to go they were eligible. Noel reported that he hoped to attend the next meeting. Dr Jasper reported that the **Over 65s funding** was now focused on secondary care which would prevent doctors carrying out non-patient functions. Choi and Noel briefly reported on the meeting on **5th May organized by SLAM**. Not so many people but Noel felt it was well organized. **Noel reported that a new chairman** would be in place for the August meeting and reported that Biman had agreed to take on that position. **Sue offered her position** for change but as nobody was willing to take it on she agreed to continue for another year but **would definitely relinquish it next year.**

6. **There was no other business** and the meeting ended at 8.10p.m.

Date of next meeting is 23rd May at 9.30a.m. at the surgery for an Informal Meeting. It is hoped that as many members can attend because we will discuss the questionnaire, details of the Open Meeting and our structure for the future. If you are unable to attend please submit your thoughts on these matters to either Noel or Sue before Monday.

Further meetings are 15th August at 9.30 for an Informal meeting prior to the next **Formal Meeting which will be on 25th August** at 6.30 when the new Chair will lead the meeting.