

## **FARLEY ROAD MEDICAL PRACTICE PATIENT PARTICIPATION GROUP OPEN MEETING**

### **Minutes of 'Farley Road Medical Practice' Open Patient Participation Group Meeting - Selsdon Centre for the Retired on Thursday 20th July, 2017 at 6.30 – 8pm**

Chairman: Biman Ghosh

Panel: Dr W Jasper  
Ms T Ford, Practice Manager

1) Biman opened the meeting by introducing the panel and explaining the role of the Patient Participation Group; he made reference to the committee and the virtual membership.

H&S 'house-keeping' procedures for the location were explained.

He further explained the purpose of the 'Open Meeting' was to enable the audience to ask questions about the Health Service, the Practice, NHS England, Croydon CCG, on-line services and any other relevant issues. The forum was unsuitable for individual/personal concerns.

2) Linda Miles gave a short presentation promoting the Practice on-line services (for making appointments, repeat prescriptions, medical records etc) explaining how patients can register for the service, emphasising that photo ID and address is essential.

3) Tracy Ford added that patients can download a phone App to make appointments too.

Tracy then gave feedback on the CQC (Care Quality Commission) Inspection that was conducted at the Practice in January 2017. It was a Full Inspection; it's findings were that the Practice was 'safe, effective, responsible, caring and well-led,' and looked at all aspects of the patient population – families, all age groups from children to elderly, carers, mental health patients etc. The Practice was awarded a 'Good' rating and a further inspection will occur in 3-5 years. The Inspection report is on the Practice website. Inspectors can arrive unannounced if there is a concern.

The Farley Road Practice (11,800 patients) was 5th on the list of Croydon's 'best' practices.

4) Dr Jasper gave an overview of the Practice:-

The biggest challenge is the demands on the Practice; there are problems with recruiting GP's. Doctors need to work 'smarter' and enable the public to understand their limits. Patients take personal responsibility for their own health and GPs have to balance treatments with straight talk and realistic outcomes.

There are issues with CCG Croydon in special measures financially.

Community Health services are struggling, not enough District Nurses etc – the 'old' ways are changing.

CCG Targets – focus resources better on vulnerable patients to prevent crises; use multi-disciplinary teams more effectively.

**Question** from the floor: How are CCG budgets being affected?

Dr Jasper: Yes, they're affecting Prescription costs. Patients are having to buy more generic

medications themselves e.g. antihistamines, common painkillers. There are also likely to be increased limits on surgery and longer waiting times.

**Question:** The role of pharmacists – are they effective?

Dr Jasper said that their medication reviews improved safety and their general input widened the ‘health team’.

The Practice was limited by its premises, it can’t enlarge on-site; however it’s not allowed to close its patient list.

**Question:** Is there pressure to amalgamate with other Practices?

Dr Jasper: Not as much as there is on single Practitioners where Private Health providers are taking over small practices.

Farley Road is a medium-sized practice and is involved in a collaborative model within Croydon – eg in the provision of Out of Hours service. (This may be the way forward, modelled on CroyDoc.) OOH service – dial 111 to be guided to the most appropriate outcome.

**Question:** How is the Practice dealing with missed appointments?

The surgery chase up ‘DNA’s’ – do not attend – and follow up ‘red flags’ which flag up vulnerable patients. The point was made that GP’s don’t always keep to timed appointments too!

**Question Managing Resources:** there was a wide-ranging debate about how increasingly limited resources v continued pressure on demand could be managed in the future?

Dr Jasper’s view is that there will be more emphasis on voluntary groups. A ‘Personal Independence Co-ordinator’ (PIC) has been appointed to co-ordinate groups in the voluntary sector, where vulnerable groups/individuals in need of social care (non-medical) can be offered support. This is important for safe-guarding issues. Patients can ask the Practice for the PIC to get involved. Croydon Careline also has links with voluntary services and the PIC.

Mental Health facilities tend to be poorly staffed and limit access for patients due to insufficient resources. Sometime a voluntary/charitable organisation can help with ‘sign-posting’ towards additional suitable support. Alternatively many people with mental health issues turn up at A&E as a way of getting treatment.

Reference was made to the Croydon ‘Hubs’ offering urgent care; those in Purley, New Addington and East Croydon are open 8am-8pm, whilst the Hub adjacent to Croydon University Hospital offers a 24 hour urgent care walk-in service centre.

CUH has also had Cardiac Investment providing a 1-stop service to speed up diagnostic process. A final point was made about specialisms at the Surgery – the individual GP’s specialisms are not currently listed, although patients should consult the Practice Booklet for further information.

Biman thanked the panel and the audience for attending. Meeting closed at 8pm.