

Joint Patient Participation Meeting Lambton Road & Francis Grove Surgery

19th September 2019

Present: Dr Penny Smith (PS), Laura Jenkins (LJ), Dr Matt Davis (MD), Lynsey Buckles (LB) – Mins, WP- Chair of PPG at Francis Grove, Lynsey Buckles (LB), AM, IP, SP, CP, WP, JL, PW- Chair of Lambton Road PPG, Dr Chris Baillie (CB)

Today's Discussion	Actions
<p>Clinical Directors update: Penny introduced herself as the clinical chair of our PCN. She discussed the idea of the Primary Care Network and the intention behind it. We are a PCN of around 32000 patients. In the West of Merton there is also another PCN of other practices which is also around 30,000. It made sense for us to split from them for this first year at least in order to obtain more funding. For example we can recruit 2 pharmacists and 2 social prescribers in the West rather than one of each if we had stayed together as one PCN.</p> <p>Pharmacist A Pharmacist role for the PCN is being created and part funded from PCN monies. WE expect this will have a positive impact on both practices. Lambton road already have some Pharmacists whereas Francis Grove have not had one as yet, so will most likely see the benefits very quickly. Pharmacists will be able to assist with many areas of general practice including medication reviews and additional support to manage patients with long term conditions for example. We are currently recruiting.</p> <p>Social Prescribers These staff support patients with accessing things in the community which will enhance their health and well-being and connect them with wider support networks. They have much more time to support the patients and the pilot showed overall good results. Lambton were part of the pilot although it wasn't as successful here as it was in the East of the borough.</p> <p>Hub update As part of the PCN model we have been given funding to have a hub at Lambton Road. The hub appointments will be 15 minutes per appointment and will be on Tuesday evening, Wednesday evening and Saturday.</p> <p>Babylon GP at Hand A new service opened here at Lambton Road on the floor above. They could be a threat to the practices in Merton if patients start to go to see them, if a patient see's them they will be deregistered from our practice. This service could destabilise practices in the borough. Advertising is focused on 'don't wait to see a GP come and see her'. The GP federation did attempt to try to work with Babylon, but unfortunately that did not work out.</p> <p>Websites update Lambton Road already have an interactive website and Francis Grove will be getting there's soon.</p> <p>Video Consultation equipment. We are being offered equipment to enable us to offer more digital options to patients. SP mentioned concerns about things that can't be seen via a video link clearly.</p> <p>Symptom Checkers Doctorlink is a piece of software that has been commissioned for the whole</p>	<p>PPG chairs and Practice Managers to consider adding Hub information to our newsletter.</p> <p>PPG chairs want to consider putting something in the Newsletter about the risk of using online GP's and the potential of being de-registered from our surgeries should they do so.</p>

<p>of SWL which uses algorithms to support patients to determine if they need a GP appointment and within in which time frames. Both practices are looking at ways of implementing this currently.</p>	
<p>Hub appointment consultation PS explained that we have 32 extra appointments available per week at a Lambton Road site from 1st October. On Tuesdays, Wednesday's and Saturdays. Discussed advantages and disadvantages of the different options available to us In terms of times that slots become available for receptionists to book.</p>	<p>All in agreement that appointments would be released at 8.10am. LJ to feed this back to the Federation. LJ and LB will review uptake and usage on a monthly basis.</p>
<p>Suggestions PW stated they had a PPG meeting yesterday and one of the suggestions that came up was having a Sign saying, check that the number you have registered with us, is correct. PS agreed this was a good idea.</p>	
<p>Next meeting Discussion on frequency of meetings. PW felt quarterly was preferable. LB explained the Francis Grove PPG only met bi-monthly so quarterly would be too frequent for us, especially bearing in mind that as PCN we also only have met twice. Negotiated a meeting for 5 months' time in February</p>	<p>LJ and LB to liaise with respective PPG's nearer the time and arrange a date.</p>
<p>AOB PW asked if there was any updates on drug shortages with BREXIT looming. PS confirmed we have had no formal communications recently from NHS England or the CCG. It was acknowledged that there had been lots of concern in the media of recent, although much of the shortages being experience currently are nothing to do with Brexit. One of the biggest things is to encourage patients not to stockpile as this will only make shortages worse. PW suggested that we might invite the PPG members to the PCN meetings rather than having a separate meeting with PPG members. Whilst the keenness and enthusiasm was noted and appreciated at this time it wasn't felt appropriate and would make the Operational PCN meetings much longer. However we have and will invite consultation with the PPG members whenever possible on decisions that need making and be aware of involving members when we can.</p>	