

Francis Grove Surgery  
Minutes of the Patient Participation Group Meeting  
Tuesday 9<sup>th</sup> December 2014  
18:30 – 20:00

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Present

WP, IP, KG, RR, LN, HN, SP, JA, SF, DK & DL

Apologies

AB, GB, BH

Dr Bulman thanked all the members of the PPG for their commitment and support throughout the year and special thanks to WP (Chair) and KG (administration support)

Minutes of the Previous Meeting

Minutes of the last PPG meeting were agreed. No corrections.

Welcome

The PPG members welcomed a new member to the group.

Dementia Update

Merton CCG is working hard to identify and improve the care to patients diagnosed with Dementia. The practice is focused on early diagnosis of dementia in patients who may develop dementia in the future due to their medical condition and for patients diagnosed with dementia provide treatment and support to their families and carers.

LN asked if we had "Admiral Nurses" in Merton. Admiral Nurses are specialists who care for patients and their families living with dementia.

The Merton Dementia Hub was launched on 18<sup>th</sup> June 2014 and provides integrated care for people with dementia plus their carers and families within a community setting. Contact details: Dementia Hub 67 Whitford Gardens Mitcham CR4 4AB for further information about local services contact the Alzheimer's Society on 020 8687 0922

Patients with Long Term Illnesses/Problems

JA asked if there is screening for patients who have long term illnesses. DK said the practice has begun to invite patients aged 75 years and over for a health screening assessment which will include a mini memory test. The practice would also welcome patients who would like to book in for this screening programme by phoning for an appointment with the nurse.

## External Speakers

WP (chair) discussed with the group inviting external speakers from our three major hospitals with a view to keep our patients informed of waiting times and services. WP will invite the GP Liaison manger from Kingston Hospital followed by St.Georges and St.Helier hospitals.

## Actions from the Patient Survey

The PPG members reviewed the patient's feedback and agreed on the changes to be made to improve communication between the patients and the Practice.

## Key Priorities

### 1. Communication

- a. Online comments box on the website. Due to data protection and patient confidentiality it was agreed by members of the PPG that the email connection to the website remains only accessible to surgery staff. Instead the practice will use the Francis Grove generic account and feed back only relevant comments to the group.
- b. It is agreed that a comments box will be made available in the waiting room for those people who do not have access to a computer to post comments for the Patient Participation Group. Please ask at reception for paper and pen.

### 2. Information

- a. A Quarterly patient newsletter for the website and paper copies made available in the waiting room. This will contain information about services, current events and PPG news.

### 3. Patient Information

- a. Notice board in the waiting room with up to date information on services available locally.

WP (Chair) read out the draft copy of the patient group information which will be discussed at the next meeting and published in the Francis Grove Newsletter once it has been agreed.

## Repeat Prescriptions

RR raised the issue of repeat prescriptions online DL confirmed that we have online facilities now and it has proven to be a very popular choice with many patients.

## Locum Referrals

The issue of patient referrals to the hospital by locum GPs who cover for GP's when on annual leave was raised. DK will discuss with the medical secretaries to

ensure the appropriate Francis Grove GP details are added to the hospital referral letters to ensure improved communication.

Any other Business

SF said that we should encourage patients to use their local pharmacist for health advice and medication advice the pharmacist is often overlooked and they have five years training DK to see if we can get any NHS posters to display.

**Next Meeting Tuesday 10<sup>th</sup> February 2015@ 18:30 – 20:00**