

Patient Participation Meeting

14th June 2016

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, JB, SP, AM, CB (GP partner)

Apologies: KG, HN, LN, WPr, GN, AD, IP

Actions from last meeting

Action	By whom and when	Outcome
LB to give GN access to his records online	LB	

Today's Agenda and Actions

Discussion	Action
Matters Arising	
DNA posters were completed for April and displayed	LB to do the May's missed appt's poster
Notice Boards-these have been started. The notice board in the foyer will be reviewed monthly with current things going on at the surgery displayed here.	GBK to continue with the notice boards
Phone appt's Updated PPG members on the discussions at the partners meeting about the Phone appt's, some GP's were happy with this, but most GP's feel to properly clinically assess a patients issues they need to see them in person, so currently phone consultations will not be offered routinely. LB did mention that it is expected that the 16/17 contract will specify the need to be offering e-consultations and consults via other forms of technology, but Surgery will consider that in due course.	
Today's Discussion	
Neurology and Referrals SP gave a brief presentation on The Merton Long Term Neurological Conditions (LTNC) Health Needs Assessment (HNA). The purpose of the HNA is to analyse health and social care needs due to neurological conditions locally in order to inform the commissioning of services and service development in Merton. *There are over 255,000 people in London living with a neurological condition (excluding migraine (1.7 million more), dementia and stroke); that is double the number of people living with cancer, 30% more than the number of people with coronary heart disease or chronic kidney disease, 70% more than the number of people with cardiovascular disease * Although neurological conditions account for 10% of all hospital admissions, 17% of all emergency admissions and 10% of consultations in primary care their profile has been low. * Neurology has a high rate of emergency admissions. SP has observed that there appears to be a gap in the provision and reflected that the GP's appear to be pressured to not refer. Discussed the role of support groups. WP mentioned the pilot programme which the CCG are planning on where GP's get priority access to specialists to ask advice to prevent referrals and therefore be able to manage more in primary care.	LB to contact Andrew Murray to ask for someone to come and talk to the group about the CCG priorities with regards to Neurology SP to email LB the document he was quoting from and LB to include it in the minutes.
Phone Lines LB presented the idea of options for the phone line and the suggestions that reception had put forward. All PPG members felt this would be an	LB to confirm with Partners if it is ok to put on the website that pharmacies will often provide emergency repeat short

<p>improvement to the current system.</p>	<p>term prescriptions to last til their prescription is ready. LB to action the changes to the phone lines.</p>
<p>Additions to website PPG Members asked whether Nursing Appointments could be available on-line. LB explained the difference with nursing appointments compared to Dr's appt's, all Dr's appt's are 10 mins whereas the nurses have specific appt times for different types of need. Currently this would prove too complex. However this is something that the surgery will want to bring in line in the future.</p> <p>PPG members asked whether there could be a facility on the patient access website for them to email Dr's directly with information. LB said that there is that option available but most practices have not activated this function as yet as it could be a huge undertaking and would need thorough planning. LB is sure that this function will be available at some point in the future but not at this time. You can however email in information to the admin email address and this will be forwarded or scanned for the Dr's to view. MERCCGadminfrancisgrovesurgery@nhs.net</p>	
<p>Awareness day update Ovarian Cancer Day Display and leaflets on reception and up in the nurses waiting room, good response from patients, with lots of interest. We were provided with lots of free resources by an Ovarian cancer charity which was excellent.</p> <p>PPG promotion day Was not as successful as would have liked due to the terrible traffic that day. Could not be helped</p> <p>Dementia Awareness Day Very successful, community professionals attended to fast track referrals. 16 new dementia patients were seen and a number of referrals were made. Patients and carers enjoyed the friendly nature of the day with Tea and biscuits. We are the only practice in the borough who do anything like this. WP discussed the Dementia Awareness Friends training-this was offered to our practice, if patients are interested in being Dementia friends' training to see if anyone is interested.</p>	<p>WP to organise for the Dementia friends talk at the next meeting.</p>
<p>Hearing Loop Is finally fitted and working well finally.</p>	
<p>Upcoming Research We have a number of research projects in the pipeline, all currently focusing on patients with Asthma. We usually have a good uptake with research at the surgery which is positive for both patients and clinical research.</p>	
<p>AOB KG asked for an update on the transition of the new services Connect MSK and CLCH Community Services. LB gave a brief overview of what she knew, to her knowledge the CLCH (community services) implementation had gone very smoothly with few issues and limited impact on patients. There is a CLCH website where patients and professionals can go to find out information-just google CLCH Merton and it comes up. The MSK transition had had a greater impact on our patients, with a lack of clarity and patients being unsure of where they were now to go, but this is</p>	

improving as time goes by. We have MSK leaflets available in reception for patients.

WP told the group he was contacted by the Kingston Partnership Manager to advertise the open day, which he has done around the surgery.

Patient Engagement Group (PEG)- LB mentioned that the CCG were wanting to extend their membership of their PEG and asked if a representative would want to come from our group. Discussion concluded that WP should be our Rep to start with.

A note for future meetings: Attendee's need to be prompt as the front Door closes at 6.30pm and therefore it is then not guaranteed that the front door will be answered as it cannot be heard upstairs

Next Meeting is scheduled for 23rd August 2016 @ 6.30pm