

Patient Participation Meeting

10/04/2019

Present: Chair- WP, Emma Garcia-Wells (EGW)-Mins, AM,IP, GN,WPr

Virtual Member:SSB

Apologies: SOF, KG, all GP's, JB, LN, SP.

Discussion	Action
Matters Arising	
Chair Upholsterer has not yet been found for the chairs in reception.	AM will bring in details of an upholsterer she is aware of on Kingston Road
Today's Discussion	
<p><u>Overview of the prescribing system</u> EGW went through the new prescribing policy and how changes could impact patients. The changes were implemented following EGW's attendance at a Prescribing Management training day. The changes will ensure better medication reviews and greater patient safety. The main areas highlighted were:</p> <ul style="list-style-type: none"> • All controlled drugs are to be move to the acute section of the appointments screen. • Acute drugs can only be issued by a GP or nurse. • Acute drugs will not appear on the patients' Patient Access medication screen so will need to be requested in writing via email or through the patients' pharmacist. 	
<p><u>Scales in Waiting Room</u> The patient weighing scales that were funded by the PPG are no longer in reception as they have been damaged beyond repair.</p>	WP – To remove signs from reception
<p><u>Connecting Your Care</u> A brief summary of Connecting Your Care was given to the PPG by WP. Health and care professionals will be able use software to access patients' records from other health and care organisations when patients need them to. This will make it quicker and easier for patients when they visit their GP or hospitals. Connecting your Care means that professionals involved in a patients care such as GPs, hospital doctors, nurses and Social Workers and other care organisations will be able to immediately see important information about patients through a secure system, to help them make the best decisions about the patients care, which could be lifesaving in emergency situations. The system will not collect or record any new information. It just shows the team looking after the patient important information about them held in several different places, to give them information and help them manage the patients care.</p>	
<p><u>Qof Achievement and Plan</u> Our overall Qof achievement for 2018-2019 was excellent and improved on last year, which was already a huge achievement. The nursing and management team have already held a meeting on how to tackle the new Qof year. Plans include starting to call patients in as early as May 2019 to get a head start on the long term disease management reviews</p>	
<p><u>New Salaried GP</u> Interviews were held to recruit a new Salaried GP to cover 5 sessions at the surgery. Four of these sessions are to cover Dr Davis and Dr Baillie who are wishing to drop 2 sessions each. Interviews were successful and a candidate was selected but she declined the offer as she was offered another position at a practice where she locums. We have advertised and plan to interview</p>	

early in May 2019.	
<u>Patient Check in Screen in Reception</u> The patient check in screen is due to be updated. We had planned to move the screen so that it was lower and would make it easier for disabled patients to access the screen. PPG members had a discussion about whether the screen would be played with by children in reception and would end up perhaps getting broken. As long as the screen is on a bracket that swivels patients in wheelchairs should be able to make use of it.	EGW – To speak to EMIS to see if the screen bracket could swivel which would enable people in wheelchairs to make use of the screen
<u>Dementia Friends Training</u> Raksha who runs the Dementia Hub is leaving so the option for evening Dementia Friends Training is no longer available. PPG members discussed suitable dates and times and settled on the 25 th April 2019 between 1:30pm and 2:30pm. Two staff members from Francis Grove will also attend.	
AOB	
<u>PPG resignation</u> LN has handed his resignation from the PPG	
<u>Interim Practice Manager</u> Linda Bradley is our interim Practice Manger during Lynsey's sabbatical.	
<u>Missing PPG members</u> It was noted that there are a number of missing members from our PPG meetings.	WP – to chase this up with the missing members
<u>Website Issues</u> WPr mentioned that she was trying to find out when we had a phlebotomist available at the surgery and realised that this information is not on our website. Discussion regarding how effective our website is. It was felt that it is not very intuitive. EGW inform the PPG that all the websites across Merton are due to be updated following funding from Merton Health Federation so these issues may resolve themselves. WPr also mentioned that the wording under the blood test section does not make sense. As it relates to hospital blood tests.	EGW – To organise getting this added EGW – To ask our website provider if the search bar can be moved to the top of the home page EGW – To look into getting this changed
Date of next meeting	
19 th June 2019 at 6:30pm	