

Patient Participation Meeting

23rd August 2016

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, SP, AM, KG, IP, LN, AD, Terri Theobald & Diane Ezzard (Alzheimer's Society)

Apologies: WPr, GN, JB. GPs-Dr Davis attended the beginning and apologised for not being able to come today, he was the only partner in due to annual leave and he wasn't available this evening. He will attend the next meeting.

Discussion	Action
Matters Arising	
Neurological Report AD asked about the report that was attached to the minutes and voiced her concerns about Merton being behind in it's provision. SP confirmed this is fairly common across the country.	LB to contact Andrew Murray to ask for someone to come and talk to the group about the CCG priorities with regards to Neurology
Referrals: AD asked about restrictions on referrals. LB explained that Francis Grove Surgery was in the top 5 referrers for the borough. The CCG are currently undertaking an audit of referrals made. There are 8 categories of referrals that are being monitored and each Dr has to submit information each month on the referrals they have made. Currently the CCG are asking GP's to discuss all referrals before making them to see if there are any other options before referring. The audits finish at the end of this month and practices will then received feedback. LB fed back that it hasn't made a vast difference to the referrals from this surgery although discussions have at times opened up other sources of care that some GP's were not aware of.	
Today's Discussion	
Dementia Friends Speakers-From the Alzheimer's Society. Set up to break down barriers between public and those with dementia and try to reduce the stigma. They put across the 5 key messages about Dementia. By the end of the training they ask people to commit to something they will do to support family members or others in the community with Dementia. It's a fun and interactive package. There are currently over a million 'dementia Friends'. There are currently 850,000 people affected by dementia in the UK. Hub is based in Mitcham, but happy to do the sessions here. It's an hour long training. The five year plan for Dementia is to make London the First Dementia Friendly capital. Focusing on training for high street shops and banks for example and transport. Dementia Friends website- www.dementiafriends.org.uk . The website has facts sheets. They also do the Carers information programme which is run over 4 weeks.	LB to ask if any of the staff at the surgery would like to become 'Dementia Champions' or at Least Dementia friends. Dementia Champions is a day's training.
KB fed back a report about HRT that had been in the news. British Study found that risk of breast cancer nearly tripled with combined HRT-2% of women monitored for 6 years got breast cancer. The surgery may get queries.	
Wasted Appt's LB reported that DNA's have reduced from 150 in April to 121 in July. Over the summer due to managing demand and annual leave we have been running a high number of 'On the Day' appt's compared with usual and the DNA rate has reduced WP handed out come posters that he has designed to draw attention to the DNA rates. All members agreed for us to go ahead with doing these monthly	WP will print off some posters and LB can give WP the figures each month.

<p>Donations The surgery had a donation of £50 last year and more recently a donation of £300. All agreed we should proceed with the Baby Changing facilities</p> <p>Donation 2: A patient has offered a donation in the region of £2000-3000. Specifically for something that will assist the older population at the surgery. LB asked for suggestions. One suggestion was for comfort chairs for the waiting room, a few of the members (as well as many patients) have conditions which are painful and sitting in the chairs with limited support is uncomfortable.</p>	<p>LB to consider the chairs suggestion.</p> <p>Members to email LB or to leave suggestions in the box downstairs for any other ideas.</p>
<p>Staff Changes LB reported that sadly 3 reception team members are moving on, Stacey has accepted an administration role in another surgery closer to home and left last week, Christine is moving out of the area and finishes in the 3rd week of September and Steph after 25 years here is retiring at the beginning of October. The plan is to recruit 2 full time apprentices which should provide all the cover we need for the reception desk and also enable us to have more administrative time to undertake the vast amounts of admin that is required. We are hoping they will be starting in the middle of September.</p>	
<p>Flu Plan/Clinic Update WP updated the group on plans for the Flu this year. The launch as it were will be on Saturday 24th September. There will be other organisations here to promote awareness of things such as Bowel Cancer, Dementia, Smoking Cessation. Text information will be going out this week with a reminder each week until the 24th. Letters will be sent to those who don't have mobile phones. It is expected to be a busy day so if any members can offer assistance please let WP know.</p>	<p>If any members would like to help out on the 24th please liaise with WP.</p>
<p>#GPstateofemergency LB highlighted the new campaign that has been launched by the London Wide LMC (Local Medical Committee). With the aim of diverting requests for Non-NHS work that Dr's either cannot do or another professional can complete to free up time. Also guidance and suggestions for policies on work that the surgery doesn't get paid for e.g. firearms licenses. They have provided letter templates for a number of things explaining why GP's will not undertake the work to save administrative time and provide a consistent approach. The LMC website also has lots of other useful and interesting information to view.</p>	<p>Members can check out the campaign by goggling #GPstateofemergency.</p>
<p>AOB Prescriptions AD discussed issues with prescriptions with warfarin, getting too much, more than needed and it seems like a waste, another member also agreed with this and stated he actively has to contact the surgery to stop the prescription being sent if he still has enough. LB was unable to provide any insight into this as it isn't an area she has a great deal of knowledge on, LB will ask Kitty-one of the prescription clerks if she can assist with this to see if there is anything we can do? Another Member mentioned Issues with Boots prescriptions and that the service had been so poor she had moved chemists to Day Lewis. WP explained that this is an on-going issue with Boots nationally, the system they have doesn't really meet the requirements. LB suggested that a complaint could be made by patients to the CCG to make sure they are aware of the impact on patients.</p>	<p>LB to talk to Kitty about prescription queries.</p>
<p>Next Meeting is scheduled for 11th October 2016 @ 6.30pm</p>	