

Patient Participation Meeting

31st May 2018

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, AM, IP, LN, WPr, SP

Virtual Member:SSB

Apologies: KG, JB, GN, SA

Discussion	Action
Matters Arising	
<p>Patient Access There has been an upgrade to the patient website and app, unfortunately this is not working as expected. It wasn't functional at all this morning and still isn't working this evening. EMIS patient access have sent out messages stating they are working on resolving the issues.</p> <p>Active Signposting Appears to be going ok, I have not had any negative feedback from the staff or patients. Without doubt it has saved a few appointments with GP's.</p>	<p>LB to update the Voicemail with the current details of active signposting as the original message is still on there</p>
Today's Discussion	
<p>Complaints and compliments We have had an NHS choice comment regarding lack of appointments for children. LB is confused about this as we will always prioritise children, will always give them a morning emergency if the unblock on the days have gone and we have designated emergencies in the afternoon just for children when they finish school.</p>	
<p>Recruitment Update New Partner Dr Mohan who has been with the surgery for almost 3 years will be taking Dr Broad place as the new partner. She will start on the 1st July.</p> <p>Salaried GP recruitment We need to replace Dr Mohan's salaried hours, so we are currently advertising for a salaried GP, we should have an update for you at the next meeting.</p> <p>New Nurse Alice has started and settled in, she will be taking on new roles once she is trained on them.</p>	
<p>Terms of Reference WP reviewed the TOR with the group Updated terms of reference, with new G.D.P.R terms passed without issue.</p>	
<p>GDPR LB updated the group on the changes in-house due to GDPR and our progress with those. An agreement was circulated for the members to read and sign to state they were happy to receive emails and have other people in the group know their email contact details.</p>	<p>LB to email out the form to the members not in attendance with the minutes so they can sign and return it if they are happy to.</p>
<p>CCG meeting WP attended meeting on 19th April. At the meeting it was discussed that as a joint venture, we would encourage those Surgeries without a PPG in Merton, (only 10 out of 23 have a PPG) to start one and to help we would each allow the new Chairs to attend PPG meetings at our Surgeries to show them how it all works. Just awaiting the date for the second meeting to discuss matters further,</p>	<p>WP will feedback at the next meeting.</p>

hopefully LB able to attend.	
<p>Paperless referral system and impact on the practice</p> <p>LB updated the group on the South West London strategy to become paperless. All Hospitals will be paperless by 1st October 2018, some already are. St Georges are going over on 1st July 2018, which means from then all referrals will have to be booked in by the GP's whilst the patient is with the GP and letters/relevant information then have to be typed and attached and sent off within 2 days. Hospitals will not get paid for any patients they see from referrals not completed via the electronic system, so they will reject any they get in alternative routes.</p> <p>This new system is putting huge amounts of pressure on GP's and their consultation times which have increased already with this extra workload. It is a lot a lot more extra work for admin as all referrals now have to tracked this end as well. This is not something we have had a choice about and the additional hours of work is not being funded.</p>	
<p>Weight Management</p> <p>GN emailed WP (as he was unable to attend the meeting) to suggest an emphasis on weight management in the practice.</p> <p>He suggested having a weighing machine in reception.</p> <p>Options were discussed and LB explained the different ways this is discussed with patients with various clinicians in the practice.</p> <p>It was felt there wouldn't be enough room in either waiting room for scales.</p>	
<p>Patients changing address</p> <p>We had previously introduced a policy whereby if someone already registered moved out of area we would send them a letter asking them to re-register at a practice nearer to them explaining the rational for this. LB fed back that this had been a challenging process to implement as so many patients did not want to change surgeries and it was also upsetting some patients. As a result of this we decided to revert back to our old policy on allowing people to remain registered but that home visits would not be allowed.</p>	
AOB	
<p>Date of Next meeting:</p> <p>26th July 6.30pm-8pm</p>	