

Patient Participation Meeting

11th October 2016

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, AM, IP, LN, AD, GN, SO, WPr, Dr Davis

Apologies: SP, JB, KG. GPs-KB

Discussion	Action
Matters Arising	
<p>Apologies from Help for Carers the staff member who was due to attend has left and they could not send a representative at such short notice. AD-suggested Crossroads as an organisation who may want to come and talk to us.</p> <p>Discussion about Carers support in the borough. Distinguishing both statutory and non-statutory support.</p>	
<p>Amendments to minutes</p> <p>ON not in the minutes as attended from last time.</p>	
<p>LB discussed the Governments vision/strategy for Primary care moving forward over the next 5 years. The Five Year Forward View details options for the future of General Practice, all of which move away from smaller GP surgeries operating independently to larger practices or groups of practice from around 50,000-100,000 patients. The model that Merton has chosen to proceed with is the Multi-Speciality Community Provider model.</p> <p>We have been informed that the CCG (Clinical Commissioning Group) who commission Primary and secondary Care services will be commissioning MCP's or aspects of services that will come under the umbrella of MCP work from 2017/2018. In response to this and in order to be able to bid for such work, Merton GP's have come together to form a Federation, which is a legal organisation, funded by the GP surgeries, with a board of Directors made up of GP's from practices across the borough.</p> <p>The Federation will lead the way in terms of how Merton will transform into the required MCP model enabling us to bid for Primary Care contracts within the borough when these contracts go live.</p> <p>Five Year Forward Full document: https://www.england.nhs.uk/wp-content/uploads/2014/10/5yfv-web.pdf</p> <p>Five Year Forward Executive Summary: https://www.england.nhs.uk/ourwork/futurenhs/nhs-five-year-forward-view-web-version/5yfv-exec-sum/</p>	<p>LB to chase up the Participant Engagement Group attendance from us.</p> <p>LB to ask Lucy Lewis-Partnership Manager from the CCG to come to the group and discuss the strategy from the CCG perspective.</p>
<p>Dementia Friends Training</p> <p>WP reminded people of the event at 2-3pm on the 28th October. LB reported that staff are keen, it's just freeing them up.</p>	
<p>Wasted Appt's</p> <p>WP has designed a poster which was circulated to the group for agreement. LB had provided WP with the figures for Recent months to be able to go onto the poster.</p>	<p>WP will put up the posters.</p> <p>LB to look at getting this poster put on the TV screen.</p>
<p>Donations</p> <p>This is progressing, the donator is very happy with the ideas that were put forward by the group last time (chairs for the waiting room and electronic door opening). Quotes are being sourced.</p>	
<p>Prescriptions</p> <p>Discussed the issue with getting too many medications. Dr Davis commented that this is a national problem and stated that it is about the individuals doing their best to not over order and keep track of what they need. With the pharmacists doing the ordering it means that they often order everything and things aren't needed. There is no straight forward</p>	<p>PPG to consider highlighting the medicine wastage and doing promotion about reducing this.</p> <p>LB to look at putting something on the TV about this</p>

answer, but patients taking responsibility for not over ordering is the way to make a difference.	
Today's Discussion	
Vaccine incident LB updated the PPG about the recent incident with the vaccine Fridge breakdown, how it occurred, the process for resolving it and the current situation where we are in the midst of re-vaccinating patients who were affected.	
Staff Changes and Plans New apprentices (Mariam and Sarah) have started and another 18 hour role being advertised. We said goodbye to Steff and Christine in September and October.	
Flu Clinic This was held on Saturday the 24 th September and was very successful, 391 patients got the vaccination on the day. Alzheimer's society, Bowel Cancer screening and smoking cessation were all in attendance, offering advice and information to patients whom were interested. Macmillian cancer morning raised £400, very successful morning! Francis Grove wanted to thank those from the PPG who assisted with organising and 'crowd control' on the day, your help was invaluable!	
TV Installation New TV installed in the waiting room. Discussed the type of content and information it would be used to promote and advertise	LB to put on the screen the wasted appts and prescription wastage.
Patient Survey These have been drawn up and are ready to go out.	LB to make sure these start getting distributed this week.
Frailty Pilot LB explained that the surgery are one of 4 pilot sites around the borough who are offering the HOMER project (Holistic.....). We have identified a number of patients who may be eligible based on being moderately frail and offered them an assessment to see if their needs are being met and to identify anything that could assist them in remaining independent.	
Complaints We have recently had a number of complaints about the Phone lines in terms of the next caller in line option not working correctly and people having to wait a long time to get through. LB has contacted the phone company and asked them to do tests on the line and they reported there were no issues.	LB to let the phone people know there are still problems with the phones and ask them to look into it further.
PPG ideas on how reception staff can politely limit time spent on the phone to callers who want to chat or whom want lots of detailed information. PPG agreed that detailed information on blood test results shouldn't be given over the phone, but they should be just told what the Dr's comments are. -Politely tell Pt's we have people waiting to get through so I need to move on.	Dr's to write more for blood results so staff can give patients more information this way. LB to raise the issue at the next reception staff meeting.
AOB Next meeting Karin Gray from Bowel screening from St Georges will be attending to give a 20-30 minute presentation.	
Next Meeting is scheduled for 13th December @ 6.30pm. Feel free to bring Mince Pies and xmasy treats! ☺	