

## WOODCOTE MEDICAL PATIENT PARTICIPATION GROUP

**Committee Meeting Tuesday 15 May 2018 at 7:00 pm at Foxley Lane Surgery, Purley.**

**Present:**

Jeff Cunliffe (JC) - Chair	Nick Connell-Wynne (NCW)
Tony Hazeldine (TH) – Deputy Chair	Kate Connell-Wynne (KCW)
Karen Nash (KN)	Louise Weeks-Greener (LWG)
Diane Koupepides (DK)	Mark Gardiner (MG) - Secretary
Stella Stocker (SS)	Valerie Marsh (VM)
Jean Biggs (JB)	

**Apologies for Absence:** Kaleem Khan (KK); Jeannine Newham (JN); Dennis Newland (DN); Jonathan Weller (JW).

JC welcomed JB to the committee. Two expected visitors who had expressed interest in the PPG did not turn up.

**Minutes of Last Meeting:** (18 January): Approved.

**Matters Arising from Minutes: -**

- Flu targets. KN advised that although final results to be confirmed the Practice had not met targets, although did well compared to national figures.
- 20-minute appointments for complex patients. Not available online and under discussion – network meeting held earlier that day (18 May). Under PDDS there are payments to Practices that achieve targets regarding complex patients and meetings held with PIC's, CCG & Social Services. Trial to be extended for a further 6 months; KN advised hoped to offer 27 appointments a week, but this does have an adverse effect on the appointments' system as a whole. PIC are not clinical so they require patient consent. KN thought the "huddles" were not worth the efforts at 30 minutes per week, and instead opted for an hourly meeting once a fortnight. KN to check impact on DNA's if complex patients were removed from the data but felt it did not make much of a difference. Also reported initial confusion among some complex patients as to why they were being called in, but now they understand.

**Review of Last Public Meeting: -**

- Not as well attended as recent events.
- PPG appreciated the Practice's GPs attending.
- The two speakers were very effective.
- General opinion was that using fewer posters was a factor in lower attendance. More posters required in surgeries, especially in Purley, and on GP's doors. We need more of all sizes.
- TH commented that JC's annual review at the AGM was "excellent."

**Practice Update: -**

- Dr. Farooq had settled in well, holding 6 sessions a week, which may be increased in line with rise in patient numbers.
- Registered patients now 15,500 – an increase of 1,000+ since last year.
- Increased number of patients put down to populating of Cane Hill Park estate and the failure of Dr. Jamil Khan's surgery in Brighton Road, Coulsdon, by the CQC and was now in special measures & due to close.
- Increase also due to a number of residents in Netherne with no access to a GP surgery.

- KN advised the Practice, CCG and NHS England were discussing alternatives in Coulsdon; the old Smitham CET site was under consideration as there was only one other surgery in Coulsdon, although KK reported as not interested.
- Increasingly one-man GP surgeries are being taken over by other Practices, so could we see a merger / takeover of Dr. Khan's practice?
- The new HCAs in posts: Rachel (ex-nurse); and Maggie (ex- A&E HCA).
- Additional hours now being worked due to increase in patient numbers; phlebotomy should be available every weekday now as there are 5 HCAs.
- Dr. Shobowale is retiring at the end of August; KN advised Practice will be looking for another Partner.
- LWG is also leaving the Practice around July when a replacement is found; JC suggested that an EGM would be required at the *Pembroke*!
- Both surgeries would be closed for two afternoons: Tuesday 26 June when all staff were to attend "working at scale" event at Selsdon Park Hotel where there would be seminars, training sessions and conferences; and Wednesday 4 July for PLT.
- Appointments' system. KN advised looking at entire system as the current mix of appointments times is not working effectively; also discussing with GPs and reviewing results.
- Temporary cessation of Saturday morning surgeries for 6 weeks following review & patients' survey.
- Decision due to unproportionable numbers of DNAs (despite phone calls to patients) and the cost effectiveness – GPs paid locum costs as not covered by their contracts – while Practice staff on time & a half.
- Saturday surgeries had been introduced for the benefit of working patients; no other Purley surgery opened on Saturday and there was weekend access to the GP Hubs.
- JC felt the PPG should have been notified in advance and requested details of survey responses; KN apologised for this.
- Saturday appointments has been part of move to national enhanced service to which Practices signed up for a year; Woodcote Medical's participation is up for renewal & looking for a response.
- With Cane Hill Park development KN advised considering early morning (7-8am) appointments at Coulsdon (Wednesdays only) and additional evening surgeries at Purley.
- If successful will look to have early appointments two days a week.
- Bromley, Old Coulsdon & Keston already take early morning appointments but do not operate on Saturdays.
- DNAs – see attached analysis for March & April.
- Currently LWG writes to patients after 3 or more missed appointments, then escalated to KN and finally one of the GPs.
- Over 8 weeks DNAs accounted for 23% of Saturday appointments (see above).
- Caterham offer "book on the day" appointments.
- KN advised afternoon appointments should be held back for "on the day" bookings, with morning slots reserved for routine appointments booked in advance; it should always be possible to book an appointment within the next 7 days.
- Lost two sessions a week as Dr. Shobowale eases towards retirement
- Woodcote Medical has highest rate of online access (24%) in Croydon.
- KN advised the following were under consideration: -
  - Employment of another senior prescribing nurse;
  - A hub room for telephonists to preserve patient confidentiality;
  - Better utilisation of existing staff to enhance patient care and provide value for money.

#### **Advance Planning for Next Public Meeting**

KN advised that Dr. Farooq was very keen on speaking; his speciality subject was the active prevention of diabetes. Committee also considered subject of first aid for babies & children.

Look to hold in late September.

### **PPG Awareness Week (4-9 June)**

JC requested six copies of posters from PPG Network. These must be in by Friday 18 May.

MG to circulate soft copies of NAPP resource pack.

Following suggested at Network Meeting: -

- I. Appeals for organ & blood donation (not on the spot!);
- II. PPG carry out patient surveys;
- III. Additional displays in surgeries & libraries;
- IV. Presence at Old Coulsdon fete;
- V. Plant & book sales;
- VI. HCAs taking blood pressure readings in public venues e.g. shops, libraries.

KN suggested the alcove in Purley Surgery reception area could be used for additional displays, leaflets, etc. in PPG Week.

Croydon has 55 active practices; of these 13 have PPGs but only 6 are active.

JC to raise question of funding as KN confirmed Woodcote Medical did not receive any ring-fenced funds for having a PPG.

[PMN: Anne Milstead advised that the Practice retains previous funding of 30p per registered payment but that unlike the last two years this is not explicitly linked to the existence of the PPG.]

### **Any Other Business**

- JB suggested updating the reception area posters on winter health issues with those more prevalent in summertime.
- JN has asked if Woodcote Medical Practice's needs are still the same as when PPG re-established; what does the Practice think & want of the PPG?
- VM was disappointed that once again no Partner had attended the committee meeting; since Dr. Newlands retired this had increasingly been the case.
- KN agreed with the above and suggested the Partners might take turns; also that the date of the next committee meeting should be set to ensure a Partner would be free to attend then confirm with JC.
- JN had asked if Woodcote Medical was bidding for moving Coulsdon Surgery to the old Smitham CET site – KN to check.
- Practice does not run fitness groups but GPs did encourage use of local gyms.
- Contact the Elderly – there was a poster for this in Coulsdon. KN advised the Practice does not use or advertise this service at present, the problem being identifying the individuals who would benefit, which was essential but not easy. Also GDPR issues in that data could not be provided to an external party. Committee suggested that GPs could recommend potential patients to the group or refer them directly, perhaps with leaflets available to hand out. KN to consider leaflet and showing video on TVs in reception areas.
- JC advised that at Network Meeting the implications of NHS England directive on obligations of GPs towards patients; KN advised that patients were allowed to nominate a named GP, but the latter carried no personal responsibility, which lies as a group responsibility of the Practice & Partners.
- JC raised issue of blood test results if requested from outside Woodcote Medical e.g. Croydon University, who use Sunquest ICE, an external system where GPs have access to results but the data is not recorded directly on patients' records. From anywhere outside Croydon University (e.g. St. George's in Tooting) the results do not go on record at all.
- JC asked that standard letters sent to patients requesting blood tests should contain the reason behind this. KN / LWG believe on some of the forms this data is already captured.
- JB commented had attended Purley memorial hospital at Practice phlebotomist was on holiday.

The nurse there advised missed blood collection at 9.40 am and her Manager advised her not to do urgent blood tests. When asked to notify GP's surgeries to save any patient distress reply was that was impossible. Blood samples were eventually taken & results received by GP.

- TH asked if the Practice had stopped providing syringing of ears; KN said no, but there were conversations ongoing in Croydon regarding unfunded extra services provided by Practices.

#### **Dates of Next Meetings**

Dependent upon discussion between JC & KN: suggested late July (weeks commencing 16<sup>th</sup> or 23<sup>rd</sup>) but not a Tuesday.

**PMN:** KN confirmed Tuesday 17 July – 7:00pm at Purley Surgery; Dr. Khan has said he will attend.

#### **Acronyms:**

1. A&E = Accident & Emergency
2. AUA = Avoiding Unplanned Admissions
3. CAMHS = Child and Adolescent Mental Health Services
4. CCG = Clinical Commissioning Group
5. CQC = Care Quality Commission
6. CReSS = Croydon Referral Support Service
7. DNA = Did Not Attend (missed appointment)
8. GDPR = General Data Protection Regulation
9. GP = General Practitioner
10. HCA = Health Care Assistant
11. ICE = Integrated Clinical Environment
12. NAPP = National Association for Patient Participation
13. NHS = National Health Service
14. PDDS = Practice Development & Delivery Scheme
15. PIC = Personal Independent Coordinator
16. PLT = Protected Learning Time
17. PMN = Post Meeting Note
18. PPG = Patient Participation Group
19. QOF = Quality & Outcomes Framework