

# Selsdon Park Medical Practice PATIENT PARTICIPATION GROUP

## MEETING 26<sup>th</sup> September 2019

**Start Time 6:30pm**  
**Finish Time 8:00pm**

### Present

Richard Kellaway (Chair), Victoria Vyse, Marilyn Arbisman, Satish Desai, Helen Center, June Hurlock, Brenda Hibbs (Minutes) and Jenny Wallis (Reception Manager)

### Apologies

Dr Alex Trompetas, Shaida Dungarwalla, Akber Dungarwalla and Pauline Copeman

### 1. Minutes of last meeting:

Minutes of the last meeting were accepted as a true record.

### 2. Matters arising.

#### 2.1 Connect Health Physiotherapy Services

Concerns regarding this service have been addressed and appointment booking is now running smoothly.

#### 2.2 The large chairs for the waiting room:

Following feedback from the patients' survey, these are now in the waiting room and have been appreciated by older and infirm patients.

#### 2.3 Free Wi-Fi:

Free Wi-Fi is now operating satisfactorily in the surgery.

#### 2.4 Primary Care Network update:

The surgery has joined a network in Purley comprising Old Coulsdon Medical Practice, Woodcote Medical Centre, Mitchley Avenue and Bramley Avenue Surgery. The NHS want surgeries to cooperate more with each other and such partnerships will give practices more decision making over funding than it is given currently. However there is not likely to be any noticeable changes in the next year but patients will be informed if things alter.

### 3. Surgery News:

- Dr John French will be moving to the Chaldon surgery.
- There is a **Jabs Clinic** in the surgery, two days a week. Appointments should be made over telephone, directly by the patients. Free vaccinations for diphtheria, tetanus and polio are still available at the surgery. – [addendum 1.10.19 Jabs clinic will no longer be based at the surgery](#)
- Updates will be available on the surgery website.
- Dr Link is an online health advice service available to the patients.
- **Communitas** is an Ear-Nose-Throat clinic, which is running in the surgery and is for all patients in the Borough who have been referred for treatment.

### 4. NAPP (National Association of Patient Participation Groups ) E-Bulletin

Discussion of topics in previous bulletins, which the group felt should be highlighted:

- i) The fall in the number of GPs nationally is the highest since the 1960s.
- ii) AGE UK have published an excellent advice on help for the over 60s.
- iii) The Royal College of General Practitioners has proposed that GP consultations should be lengthened to 15 minutes by 2030.
- iv) GPs have been provided with resources to help identify veterans whose mental and physical needs may be very high.

## 5. Review of surgery website

- The Patient Participation Group (PPG) newsletter and the dates of forthcoming talks will go onto the surgery website.
- The results of the PPG patients' survey will also go there.
- A couple of typos have been noticed but otherwise the surgery website is felt to be comprehensive and providing very useful information.

## 6. Review of work plan.

- The next awareness week to be **Stress Awareness**, 3<sup>rd</sup> to 5<sup>th</sup> November. Leaflets etc. to be ordered.
- Work plan to be discussed again in November

## 7. Terms of Reference:

These were reviewed and it was agreed that they were satisfactory.

## 8. Feedback from the survey of patients in June:

230 forms were completed. 99% said that they were more than satisfied with the service. A small proportion felt that it was sometimes difficult to get through on the phone between 8.00 and 8.30 am.

## 9. Any Other Business:

- It was mentioned that the PPG newsletters are fairly well read. About 50 of them are taken from the waiting room every few weeks.
- The latest newsletter has included a big plea for members aged forty and under, and every opportunity would be taken to reinforce this plea whenever possible, e.g. at health talks.
- The committee were very sad to hear that June would be resigning from the group due to ill health. The group recognised her many years of contribution and service to the practice.

## 10. Next Meeting:

The next meeting will be held on 11 November 2019.