

PATIENT PARTICIPATION GROUP

MEETING

Tuesday , May 21st 2019

Start Time 6:30pm

Finish Time 8:00pm

1. Present

Richard Kellaway (Chair), Victoria Vyse, Marilyn Arbisman, Brenda Hibbs (Minutes) Pauline Copeman (Practice Manager)

Apologies

Dr. Alex Trompetas, June Hurlock, Shaida Dungarwalla, Akber Dungarwalla, Satish Desai, Helen Center,

1. Presentation by Amy Deakin of the Croydon Carers' Support Centre.

2. Amy gave a short but very informative talk about the Carers' Information Service which is based in George Street, Croydon. The service is provided for anyone who cares for a relative, friend or neighbour. The last census recorded 30.000 people as carers in Croydon. A carer can be someone who keeps an eye on a neighbour or is caring, for example, for a relative 24 hours a day. A carer can drop in to the centre without any appointment or referral for advice concerning their caring role or visit the café there. The centre is open Monday to Friday 10 am – 4 pm.

3. Specialists visit the centre to give advice and support. These include advice on benefits, mental health, employment. There is also a well-being service to advise and support carers' mental and physical health. Activities such as pilates, Tai Chi, massage, dance, creative activities and a book club are available free of charge.

4. The centre also has a website and their newsletters, bulletins and news can be accessed there.

5. Croydon carers can become a member free of charge and have access to to small discounts on services such as coach travel (Mayday Travel), Rush hairdressers, and in local cafés.

6. Selsdon Park Practice has a register of carers and endeavours to assist and signpost them to services where appropriate. There is a focus on dementia and carers currently.

7.

8. Minutes of last meeting.

9. Matters arising.

10. **Primary Care Network update.** The surgery has joined a network in Purley comprising Old Coulsdon Medical Practice, Woodcote Medical Centre, Mitchley Avenue, 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 currently. However there is not likely to be any noticeable changes in the next year but patients will be informed if things alter.

11. **Physiotherapy Services** – still concerns regarding how this has been rolled out. Connect Health however are investing in additional staff to address the issue of waiting times for patients phoning.
12. **The large chairs for the waiting room**, requested by the Patient Participation Group following feed back from the patients survey, are in progress.
13. **Surgery wifi-** patients should soon be able to connect to free wifi but there are
14. some technical issues which should be resolved shortly.
15. **Rescheduling of September and November PPG meetings.** RK to circulate members asking for appropriate dates.
- 16.
17. **Surgery News** – new member of staff starting 3rd June named Caroline Titcombe who will part of the admin team. Dr.Nair has left the surgery to have a baby.

1. **NAPP (National Association of Patient Participation Groups) E-Bulletin**

2. **Awards to staff.**

3. BH noted that it was highlighted that patients can nominate either an individual or a practice in this year's General Practice Awards. Unfortunately the deadline is May 31st.The group feel that this could be pursued during the patient survey in June in order to start gathering nominations for next year's awards.

4. **GP vacancies**

5. PC commented that the bulletin had reported the increasing shortage of doctors wishing to work in surgeries and the growing number of GP vacancies.

1. **Review of surgery website**

2. The PPG minutes are now on the website along with the group's terms of reference and work-plan. PC to amend some small technicalities.

3. Generally the group felt the website was up to date.

4. It was noted that no suggestions had been made by patients via email, facebook or suggestion box

5. **Review of work plan.**

This was reviewed and RK will circulate members to agree dates for health talk and meetings during 2020

1. **Any other Business**

2. As previously agreed the Group will be promoting the Carers Support Centre during PPG / Carers' support week.

3.

4. **Next Meeting** – date to be decided. RK to circulate members for availability.
- 5.