

Selsdon Park Medical Practice and Mitchley Avenue Surgery Joint Patient Participation Group (SM-PPG)

02 June 2025

Agenda & Minutes

Ground rules

- *This meeting is not a forum for individual complaints and single issues.*
- *We advocate open and honest communication and challenge between individuals.*
- *We will be flexible, listen, ask for help, and support each other.*
- *We will demonstrate a commitment to delivering results, as a group.*
- *Silence indicates agreement – speak up, but always go through the chair.*
- *All views are valid and will be listened to.*
- *No phones or other disruptions.*
- *We will start and finish on time and stick to the agenda.*

1. Welcome

2. **Apologies:** Helen Wiggins

3. Confirm minutes of last meeting

4. News from the practice

1. 3 secretaries left 2 from Mitchley and 1 from Selsdon. We have a new secretary started Karen who will be working 3 days a week Wed/Thurs/Fri along with other team members to assist

2. Caroline Bridgeman nurse from MAS retired

3. New HCA started Michaela who will be working Mon/Tues & thurs until august when she will do Mon/Tues & Fri 9.45-3.00

Nurse Aisling still off since husband sadly passed away in February in an RTA she is pregnant with her 2nd child and has a little boy aged 2

Olivia prescribing clerk is pregnant and due to go on maternity leave end September beginning October

4. Pharmacist Hibah is pregnant with her 2nd child and will be going on maternity leave at the end of September

Total triage is coming earlier than we had first thought. This is an NHS initiative with all surgeries having to be total triage by 1st October 2025. We are looking to start this mid July. We will be holding patient engagement events. Thoughts from those present sought. Marilyn was sad that it is moving away from the family GP model. Brenda asked for clarification for those patients unable to complete the form, Pauline answered this and said this is a good initiative meaning those who need to be seen soonest are seen. Triage will be undertaken by the partners and senior salaried GP on a rota basis. Drs Velani & Onianwa will be heading this up for the practice.

5. There is also discussion about moving to 15 minute appointments, we have no date or confirmation when and if this will happen at Selsdon.

6. AI is coming with the surgery already using this to complete online patient registrations and lab reports.

6. Saturday clinics 1 in 3 are held at Selsdon Park with a GP, Nurse and now a first contact practitioner like Anna or Tom. From September this will be changing to a FCP and a Paramedic practitioner.

7. Pauline reported that in reception of the practice will we will be displaying a poster each month to raise awareness of each of the areas such as Coeliac month, Asthma month etc

5. **Discuss structure of the PPG**- Pauline posed the question we should have a chair and a secretary but no one is able to commit to this. What is the general consensus? Do we free wheel meetings? Agreed yes as no one able to be the chair currently. Pauline asked what patients see the role of the PPG as? You should be a voice of the patients. Should we structure the meetings differently? Agreed to have meetings once a quarter. Patient talks twice a year and not in the winter months as this attracts less people.

6. PPG input, ideas etc

PPG Talk – Admiral Nurses/dementia Elaine reported she had spoken to the admiral nurses but as they were in Sutton we are too far for them to travel to. But she is now in a new trial and the consultant said they would be happy to attend a talk. **Plan: Elaine to approach them with a potential date for September, Meryl to look at some potential dates. Talk will be held at the surgery.**

PPG Talk – Professor Gaisford Gut Health Satish spoke about the consultant and wished some dates for September as he is unavailable on the date Meryl suggested. **Plan: Meryl to send Satish some new dates for him to send to the consultant.**

Patient survey – present feel we should undertake a survey. Few members volunteered to attend the surgery to give out the surveys to patients. Suggested we should also add this to the surgery website and the NHS App if we are able to. **Plan: Pauline to look at the last template for the survey and send round for comments before settling on a period for the survey to take place.**

7. **Any other business** – Pauline spoke to Marilyn about potentially attending Yew Tree Court for an informal chat with residents. **Plan: Pauline to liaise with Marilyn with some potential dates.**

Pauline gave out copies of a newsletter for feedback before printing and emailing out.

Pauline gave out some copies of FAQs with regards to total triage and said she is happy to try and answer any questions they have on this.

8. Date of next meeting **Monday 1st September 2025 6pm Selsdon Park**