

## **PATIENT PARTICIPATION GROUP**

### **MEETING AGENDA**

**Tuesday 9<sup>th</sup> April 2019**

**Start Time 6:30pm**

**Finish Time 8:00pm**

#### **1. Welcome and Apologies-**

2. **Present** Richard Kellaway ( Chair) June Horlock, Satish Desai, Helen Center, Victoria Vyse, Jenny Wallis, Brenda Hibbs ( Minutes)
3. **Apologies** Pauline Copeman, Alex Trompetas, Shaida Dungarwalla, Akber Dungarwalla, Marilyn Arbisman

#### **2. Minutes of last meeting**

Agreed. Terms of reference and work plan still to go on the website. The wording regarding evening appointments has been changed to be more inclusive.

#### **3. Matters arising**

The last talk had to be cancelled due to unforeseen circumstances. In future the surgery newsletter and website should be altered when this happens, ( if enough notice is given)

**4. Surgery News** (include all areas) – Dr Alex Dossett joining in May, Dr Nair goes on maternity leave in May. Scanning clerk, Sally, is retiring 26<sup>th</sup> April. Thanks given.

Primary Care Networks (PCNs) are in discussion with NHS England and CCG to possibly form own network and this needs to be agreed by 1<sup>st</sup> July.  
Hay fever medication is no longer available on prescription.

#### **5. NAPP E-Bulletin**

NHS asking for patients' views on various areas. Consultation closes April 25<sup>th</sup>.

PPG members urged to send in own views.

NAPP pointed out that each surgery should display their Care Quality Commission rating . Our surgery does this very clearly by the reception desk.

#### **6. Review of surgery website**

Discussion as to how we can keep the website updated on an ongoing basis. RK to follow this up and monitor it.

#### **7. Review of work plan.**

Elements in work plan highlighted. PPG week in June will focus on Patients' Survey, Patient Participation Group Awareness and Carers' Information . Prior to this in April and May surgery will have leaflets regarding bowel cancer week as

NHS featuring this in April. Some leaflets to be laminated and others given out. (BH to organise.) RK to ensure photoshot of leaflet to be sent by email .  
HC to plan a health awareness day for the quarter beginning September 2019.  
It was noted that no suggestions had been made by patients via email, facebook or suggestions box.

**8. Change of meeting dates 2019** – RK to circulate possible dates. In the meantime members can let RK know which dates are not suitable for them.  
Potential dates for 2020 to be confirmed at May meeting.

**9. Connecting Your Care** –JH brought this to the group’s attention. It is the patients’ responsibility to opt out if they do not wish their data to be shared in a more streamlined manner amongst South and West London NHS services. Update from surgery is that we have no go-live date as yet. Should be May/June time. Surgery has no dealings with opting out. It is the patients’ responsibility to opt out. PPG feel this should be indicated to patients through the newsletter.

**10. Wifi available to patients in surgery** – clarification sought as to whether this should be made available to patients in the surgery. JH felt she’d heard it was to be provided by the NHS. RK will check with NAPP

### **11. Chairs for the elderly**

The group felt strongly that a decision regarding these should be reached as it has been a matter of discussion since the last patient survey. An offer has been made by a PPG member to donate payment for one but the group feel at least two chairs should be provided for vulnerable and elderly patients. Quotes given to AT for consideration but he has been out of the country for a period of time recently and hence no order has been placed yet.

**12. Basic Life Support for PPG** -BH, VV, RK replied to say yes so far.

### **13. Spring Newsletter**

The Warlingham PPG newsletter was discussed as it has useful content and layout. Possible items for our newsletter include:

- bowel cancer awareness,
- over the counter drugs,
- Connecting Your care,
- Prepayment Certificates for prescriptions,
- Talking Therapies ( a newish self referral service for counselling, previously called IAPT - Improving Access to Psychological Therapy)

Please send suggested subjects and any draft paragraphs to RK by 16 April

### **14. Any other Business**

Discussion regarding poor care, received by two patients from a provider of

physiotherapy services, regarding inadequate phone and administration systems and lack of personal contact. Other patients have reported their dissatisfaction too. RK to follow up – perhaps contact CCG and/or Health Watch.

### **15. Next Meeting**

21<sup>st</sup> May 6.30

The meeting after May is September 10th