

Present: SH, AK, DE, JE, RB, GK, RH, AM

SH welcomed and thanked everyone for coming to the meeting and introductions were made.

CQC update

We discussed at the last PPG meeting CQC report where some mandatory training was not completed and we failed in this area and was marked as requiring improvement. Staff contracts have now been reviewed and mandatory training clause has been written into contract and will be discussed during upcoming appraisal.

DNA's

We continue to experience high rates of DNA's. In November we had 158, December 156 and January 137. SH explained all patients who have a valid mobile number get a reminder of their appointment if booked more than 24 hours in advance. AK informed the PPG members of the policy - If patients did not attend their appointment they get a text message if DNA 3 appointments they get a letter asking them to call the surgery to confirm the address if they fail to do so they will be removed from the surgery list. All patients regardless confirming their addresses still lose their ability to book any further appointments. Any future appointment needs to be triaged by the duty doctor.

Extended Primary Care Service (EPCS) have asked us to send a questionnaire link via text to all our patients about the service provided by the EPCS. The PPG group did not know much about what EPCS was and where is located. SH explained it is run by Improving Health Limited and is available to all South Southwark GP practices and is an extension of services offered by the surgery. Patients are triaged and offered an appointment at the EPCS, 8am-8pm 7 days a week. The clinicians there can have access to Emis records, with patient consent. Patient feedback about the service has been very good, although we tend to be under users of the service.

GH said that only patients who used EPCS services should receive the questionnaire. It is absolutely useless sending it to everyone as people might not reply and it is not the best use of public money.

Members, agreed, that it seemed a pointless exercise to text all of our 9500+ patients, as many of them would not know about it.

Southwark Federation Improving Health Limited (IHL)

SH discussed IHL which is a federation formed with 20 member practices across South Southwark including Nunhead. The purpose of the federation is to offer equitable services and care to all South Southwark patients. There are now contracts with population based targets, which all practices need to engage with each other to achieve. Practices are paid for activity carried out e.g. NHS Health Check, but the target has to be achieved by the locality (South Southwark) to achieve a quality payment. There is a significant amount of money attached to the quality target, so it is important practices engage and work collectively.

AM commented that the surgery might suffer if other practices are not be doing so well, or not engaging and it then falls on other practices to pick up more work. SH agreed and added that she attends cluster meeting to discuss all issues.

Improvement grant bid for converting house is still with NHS England we hope to hear from them by the end of March. – Update on this, NHS England have deferred our bid for consideration in 2018/2019

Development 62 Nunhead Grove

Unfortunately the council have approved next door plans regarding the balconies. We have been advised that the decision has been made and we cannot now object. We have written to the top head of planning for clarification.

New pharmacist Tola has started her independent prescribing course. She will be working towards seeing patients for medication review. Making sure patients are aware of any changes with their medications also she is going to be our diabetic lead in the future and will hold diabetic clinics

Appointed GP's

Dr Edoja has extended her contract with the surgery for another 18months and she is here every Wednesday.

We have employed a new doctor, Dr Amy Kendrick who is going to start in May and will be working Thursdays and Fridays.

Patient notice

It has been very difficult to employ a doctor. SH is aware patients are unhappy for not be able to see a regular doctor. RH said we should reassure patients that although they may not always see their regular GP we work as team and share information at regular clinical meetings. – Practice will draft a notice for patients, to be sent to PPG to add to comment, prior to displaying.

Practice Wifi

Free Wi-Fi coming soon to surgery. SH said this would be good for clinicians as they will be able to work from a laptop or other device if short of rooms/desks. PPG discussed and agreed, not a good idea at present to share access with patients.

Practice Website

We would like to improve and add to our website. We would really appreciate if PPG members could look at our website and give us their thoughts, opinions and ideas on layout and what else we could add on to our self-management link. Members agreed to feedback.

AOB

Locality PPG 07.02.17- unfortunately none of our reps was able to attend the meeting.

Next PPG Meeting TBC.

AK will send out patient notice for feedback/comments with copies of minutes and action plan based on this year's actions.

SH thanked everyone for attending and contributing, as always your feedback and suggestions are invaluable.