



Garway Medical Practice Patient Participation Group

Meeting on Wednesday 31 May 2017

Minutes

PRESENT: Deirdre Cordwell (Chair) Angela Reeves (Practice Manager) Lucy Arnold (Patient Support), Rose Doyle, Marian Kirsner, Diana Landymore, Dr Phornnarit *Andrew Boichart*

APOLOGIES: Christopher Penfold, Judy Loncraine, Odeta Pakalnyte (Healthwatch)

MINUTES of the previous meeting (29 March 2017) were agreed and signed off. Angela gave an update:

Improving standards – Angela is continually working on the CQC standards including those that the practice had previously failed on. Amongst these are:-

- Up-skilling staff – Angela reported staff are successfully completing e-learning modules on Blue Stream Academy.
- Embedding an ethos of training – Angela will be running in-house training for staff including discussing the subjects covered in the e-learning
- Formalising processes with monitoring of safety checks for legionella, fire safety and in-house oxygen
- Clarifying of the practice 'Mission Statement'. What are we here for, what do we want to provide?

Angela updated on her progress of community initiatives

- In the process of promoting space to 'Our Community'. Ongoing work with help of the PPG
- Selling second hand books is in progress but further down the line
- Newsletter not yet started

- Updated on 2 operational initiatives including collection of glasses and unused stamps for Royal National Institute for the Blind (RNIB)

Angela asked for help in contacting someone to do a premises audit to make the practice as dementia friendly as possible. Rose Doyle offered to contact Age UK.

- Angela updated on de-cluttering the interior of the surgery, such as installing holders for leaflets, tidying notice boards.
- She is planning a 'Help Yourself' board with details of services that you do not need to see a GP for. Including a poster explaining that if you have been discharged from a clinic and asked to see your GP to be re-referred (due to not attending an appointment or receiving the appointment letter too late) you do not actually need to see the GP to be re-referred. Ask to see Lucy Arnold Patient Support who can arrange this for you after she has discussed with the referring GP.

REPORT BACK FROM THE PRACTICE:

- Dr Phornnarit gave an update on vacancies. There is a freeze on all permanent posts due to potential cuts in funding. Hence the surgery is unable to offer our current locum nurse, Mercy a permanent post at the moment.
- Dr Phornnarit gave an update on possible funding cuts from PMS funding stream and will keep the PPG informed. Dr Phornnarit will be attending a CCG meeting on 21st June, for an update. Realignment of funding will be implemented on 3 October 2017. The Local Medical Committee (LMC), the GPs Union are helping with these negotiations, on a wider scale and individually with meetings with the practices and CCG.
- The number of patients signing up for on-line access to services in May 2017 has increased. The statistics that we receive from the CCG (18.3%) and the number our clinical system shows us (15.6%), differ slightly. *NB: We have since clarified that it is just a matter of us looking at the statistics on different days of the month. We will continue to use the Clinical Commissioning Group (CCG) figures.*
- PRACTICE WEBSITE UPDATE Angela is discussing with Dr Phornnarit the possibility of changing website provider to My Surgery Website. She outlined the advantages of this provider – including the newsletter which can be automatically sent out to patients who sign up to the website. Dr Phornnarit in favour of changing provider

RECYCLING OF GLASSES INITIATIVE Angela thanked Rose Doyle for her assistance in getting this initiative off the ground and very quickly. Rose said she will also approach local opticians to inform them to donate glasses to us.

NAPP AGM 24TH JUNE: Deirdre outlined the benefits for the Garway of submitting a paper to NAPP in the view to being awarded its prestigious award. Deidre asked for volunteers to attend the conference to represent the PPG.

She cited this as being a good opportunity to learn about other projects and network. Unfortunately, no was able to confirm attendance to this conference at the time.

PROGRESS ON THE RETURN OF UNUSED MEDICATION – Angela is planning the uploading of new images to the TV screens in the waiting room and this will include images inviting patients to return unused medications. Angela has done the refresher training on using the TV screen but needs to set some time aside.

ANY OTHER BUSINESS:

- WEST LONDON COMMISSIONING GROUP WORKSHOP: Diana Landymore reported that all CCG meetings have been cancelled until after the election, so all meetings that she would normally have attended were cancelled. The CCG has cancelled 3 meetings in the last 2 weeks.
- Deirdre reported that she had tried to call the Surgery on 3 occasions on 30 May and received a message that we are currently very busy please call back later. She noted the voicemail still had Hugh's voice recording. ACTION – Angela was unaware of this and will talk to the IT service desk who manages our telephone systems. She will also see if we can obtain statistics of the peak time for patients calling the Surgery. We can then advertise a graph showing busiest times and advise patients to call at quieter times when possible. This information will be added to the practice website.
- Diana Landymore reported she had called to make a routine appointment in the morning and had been offered a slot in the afternoon and was impressed by this.
- The PPG thanked Lucy Arnold for the swift typing of the minutes form the last meeting and for the quality of them.

DATE OF NEXT MEETING:
Wednesday 27th September at
6.30pm.

(Minutes to be checked by Chair – to be agreed and approved at next Patient group meeting)