



Garway Medical Practice Patient Participation Group

Meeting on Wednesday 29 March 2017

Minutes

PRESENT: Rose Doyle, Diana Landymore, Judy Loncraine, Deirdre Cordwell(Chair), Angela Reeves (Practice Manager), Lucy Arnold (Patient Support, Marian Kirsner, Genie Stuart-Ranchev, Dr Phornnarit

Andrew Boichet, Odete Pakalnyte – Healthwatch, Claire Conors, Randeep Soin

APOLOGIES: Christopher Penfold

INTRODUCTIONS: Deidre Cordwell welcomed everyone

MINUTES of the previous meeting (25 January 2017) were agreed and signed off

ANGELA REEVES introduced herself. She has extensive experience since 1988 in practice management and since 1983 in the NHS. The scope of her experience also includes working on GP recruitment programmes, working with the Clinical Commissioning Group (CCG) and working as a carer and support worker for the elderly and terminally ill. She has a research background and interest in dementia. Her vision for the Practice will include implementation of:

- improving standards – operationalising CQC standards
- up-skilling staff (all staff are completing up to 35 modules on Blue Stream Academy)
- embedding an ethos of training
- developing a sense of community for patients by
 - producing a newsletter in hardcopy and electronic version to be emailed to patients / posted
 - initiatives intended to 'give back' such as a stand for the sale of second hand books giving proceeds to charities nominated by the PPG
 - promoting space at the surgery to 'Our Community'

- involving volunteers in the collection of old glasses – Rose Doyle offered to help with this
- arranging for the surgery premises to be ‘dementia friendly assessed’, arranging for guests speakers at future PPG groups, such as local dementia nurses
- De cluttering the interior of the surgery, and putting in holders for leaflets

REPORT BACK FROM THE PRACTICE:

- Dr Phornnarit reported Elle Emmott, Practice Nurse had left and
- Mercy Owusu, a very experienced nurse, is currently working as a locum for one and a half days a week. He is hoping she will stay permanently.
- Dr Phornnarit reported this was end of year and a very busy time for the Practice.
- Dr Phornnarit spoke about the possibility of changes in the funding stream related to contractual organisation of GP practices. This is an uncertain time.
- Dr Phornnarit reported waiting time for a GP routine appointment is currently 5 days which he was pleased about. Dr Phornnarit is making himself available for urgent appointments at short notice.
- The number of patients signing up for on-line access to services has increased to 17%.

LUCY ARNOLD introduced herself. She has worked at the Practice since November 2011, starting as Medical Secretary and her role has evolved to become more patient facing. She is outward facing, helping patients with appointments and in the process building relationships to promote a sense of community. She cited examples of this. She is also responsible for managing the website and has extensive experience writing patient information. She works part-time at the Practice.

WEBSITE The website is seen as instrumental in keeping patients informed, re-enforcing the philosophy of the practice and nurturing a sense of community – maintaining connections with patients when they are well as well as when they are not “we are here for you in spite of your medical condition”. Suggestions for the website were the Patient Experience Form and a Newsletter that patients can sign up to automatically receive when we change website providers.

WEST LONDON COMMISSIONING GROUP WORKSHOP: Diana Landymore had attended a CCG event today. She reported that

- Alex Silverstone, Community Health Champion had presented an initiative “Altogether Better” in which volunteers would be trained to work in GP Practices.

The Podiatry Service (offered through Healthshare) is becoming 'clogged up' with verruucas and they need to re-structure. They will see all patients on the waiting list and are now offering 4 referral streams which are for patients (1) needing to be seen every 12 weeks (2) who can be trained in self-care (3) acute referrals and (4) follow up. A new referral form is being produced.

- There is a new Patient Experience Form which has a supporting pot of money – Practices need to complete 3 forms per month.
- Whole Systems Integrated Care (WSIC) will be re-named “My care, my way” and is being offered in 24 (out of 42) practices. Angela updated the group indicating that this service is offered by Pearl and Dora for one and half days per week.

ODETTE PAKALNYTE FROM HEALTHWATCH: reported on recent support and training for PPG's. She reported Clare Gallagher and her team from SystmOne are offering training sessions on On-Line Training. Lucy is already in contact with Clare having attended a training day on ways to improve on-line services. Following on from this she had organised one of Clare's team to visit / train at the weekly Admin Meeting.

DISCUSSION ABOUT PATIENT INVOLVEMENT WITH THE CCG - AIMS AND INITIATIVES FOR THE COMING YEAR: Deirdre has challenged us with working together to produce a paper to present at the annual National Association for Patient Groups (NAP) conference. She challenged us to set our sights on winning this prestigious award. Initially Deirdre promoted this as a 2 year goal but she has not ruled out the possibility of this being achieved within 12 months.

We are a good example of an inner city Practice – most of the papers which are presented come from less urban wealthy practices, where initiatives are easier and support from patients more forthcoming

All the patients who come to our meetings will be encouraged to take a more active role in the Practice and thanks to Genie for volunteering to take on responsibility for the glasses initiative

CAPTURING PATIENT EMAIL ADDRESSES: New patients will now be asked for their email address at Registration. Existing patients will be asked for email addresses on a systematic basis. The reason for obtaining email addresses is so patients can be contacted via email.

RETURN OF UNUSED MEDICATIONS: This was discussed as part of Angela's vision for the Practice.

This and the glasses will be the first initiatives

ANY OTHER BUSINESS:

- Genie Stuart-Ranchev raised the possibility of a 'social evening' for the elderly.
- Judy Loncraine reported on an unsuccessful meeting with a teacher at the local school with only one A4 drawing. She asked for another piece of work to be produced.

DATE OF NEXT MEETING: Wednesday 31st May at 6.30pm.

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