

# Garway Medical Practice Patient Participation Group



## Minutes of Meeting on Wednesday, 28 November 2018 in Pickering House

PRESENT: Dr Jedth Phornnarit, Angela Reeves, Andrew Boichat, Rose Doyle, Rosemary Creaser, Turlogh O'Brien, Odeta Pakalnyte (Healthwatch), Diana Landymore, Marian Kirsner, Genie Stuart-Ranchev, Christopher Penfold, Judy Loncraine, Deirdre Cordwell (Chair).

APOLOGIES:

INTRODUCTIONS: Deirdre Cordwell (chair) welcomed everyone.

MINUTES of the previous meeting on 26 September 2018 were agreed. It was also agreed that members would take it in turn to note and write up the minutes in future.

### REPORT BACK FROM PRACTICE

- Dr Phornnarit and Angela Reeves spoke about the result of the recent CQC inspection which the practice had passed with flying colours and we won't be inspected again for five years. Members congratulated all staff in the practice who had worked so hard to bring about this well-deserved result.
- Along with the good overall result there was one area where the inspectors thought there was room for improvement: cervical screening. The practice could be more pro-active in encouraging eligible patients to have smear tests. But the word eligible brought forth protests from some members who had been told that, for reasons of age they were not eligible for tests and, if they were to have one, they would not be processed. This is an ongoing problem and one which Odeta Pakalnyte said had been taken up by Healthwatch and she would report back on progress at the next meeting.
- STAFFING. Members expressed regret at the departure of Dr Dhar whose work had been much appreciated by patients. However, Dr Phornnarit was pleased to announce that they had already recruited Dr Vibhu Kaushal to join the team as our second female GP.
- HEALTHSHARE. There was criticism from members about Healthshare's inadequate communication with patients who had self-referred for physio-therapy or podiatry. Members also had complaints that transport was not always available for patients who had self-referred or who had come to Healthshare services through MyCare, My Way. Dr Phornnarit said that similar criticism had come from patients all over the West London Commissioning Group and that Healthshare had been taken to task over the deficiencies.

- Members raised the issue of long waiting times in the surgery. Patients have complained that when they have arrived in time for an appointment they then have to wait a long time before seeing a doctor. Members expressed understanding and appreciation for the way in which doctors were willing to take what time was necessary with patients when circumstances demanded it but there were two ways in which the problem might be ameliorated: patients should be encouraged, when they know that they are likely to require more than the allotted 10 minutes, to book a double appointment, and doctors and receptionists could help by informing waiting patients when there is likely to be a delay. Angela Reeves asked that members should make a note of their time of arrival and the time when they were actually seen by a doctor and let her know. If the reports established a pattern, then action could be taken to rectify the problem.
- Members raised the issue of ongoing repercussions for patients in the neighbourhood from the closure of the Bayswater Medical Practice. Angela Reeves reported that several former Bayswater patients had now registered with Garway. There was also discussion about the somewhat misleading article about the closure that had appeared in the latest edition of the SEBRA magazine. Members discussed the possibility of approaching John Zamit and the editor of the magazine with a proposal that there should be a regular column in the magazine dedicated to general practice in the neighbourhood. Christopher Penfold volunteered to pursue this.

#### HEALTHWATCH NETWORK MEETING

This had been held on November 27th at Kensington Town Hall. The very successful meeting had been organised by Odeta Pakalnyte and had been attended by two Councillors and by many representatives from patient participation groups in the WLCCG including Christopher Penfold from Garway. There was standing room only and the meeting heard presentations from the many organisations providing ancillary healthcare services in the neighbourhood and the overwhelming response from PPG members was that, impressive as the range of services was, they were seriously under-used and under-publicised. See next item.

#### NEXT SPECIAL MEETING

After last year's successful special meeting members had already discussed a number of potential themes for the next. But, following on from the discussion about local services and the need to publicise them, it was decided that this should be the subject of our next special meeting. After discussion of possible dates and time, it was decided to wait until after the clocks had changed and to schedule it for the evening of April 10th. This would give us plenty of time to book speakers and to publicise the event as widely as possible. Odeta Pakalnyte offered Healthwatch support for this.

#### DATE OF NEXT MEETING

The Cahir, Deirdre Cordwell, thanked members for a well-attended meeting which had produced some very positive outcomes which we should build on in the New Year and the date for our next meeting was set for:

**Wednesday 30 January 2019 at 6:30**