

Garway Medical Practice Patient Participation Group



Minutes of Meeting on Wednesday, 26 September 2018 in Pickering House

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

APOLOGIES: Angela Reeves.

INTRODUCTIONS: Deirdre Cordwell (chair) welcomed everyone.

MINUTES of the previous two meetings (23 May 2018 & 28.06.18) 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 reported back on the recent CQC inspection which took place one year after the previous inspection because on that occasion there were issues which "required improvement". The inspector was Jill Taylor who had conducted the previous inspection and she was accompanied by a doctor and a practice manager. Christopher Penfold and Genie Stuart-Ranchev had met with the inspector as representatives of the PPG and had given positive feedback from the patients' point of view. Dr Phornnarit was confident that the issues which had previously required improvement (infection control and cleaning of the premises) had been dealt with and a result of the inspection would be delivered within 50 days.

SPECIAL MEETING — UNDERSTANDING MEDICATION

Members were much encouraged by the success of this meeting which had been attended by many patients (about 25 in all) who would not normally attend regular PPG meetings. Dr Phornnarit said he had found it invaluable to hear patients' anxieties about medication expressed so vividly and had seen the necessity of allaying fears by giving a full explanation about why any new medication was being prescribed and how it would not affect other forms of medication already being taken. The main message from the two excellent pharmacists who had given the presentation was for patients to speak to their own pharmacist about any anxieties or uncertainties.

Spurred on by the success of this first special meeting, members wanted to schedule another meeting as soon as possible. There was a lively discussion about possible subjects and it was decided to focus on INNOCULATION AND VACCINATION. Since this was a subject of particular interest to young mothers it was decided to hold the meeting at 2:00 pm in order to enable young mothers to attend. Dr Phornnarit offered to identify a health visitor or district nurse who could give

a talk on the subject and Christopher Penfold undertook to book Pickering Hall for 2:00 pm on WEDNESDAY NOVEMBER 21. Since efforts to publicise the previous meeting by placing flyers on the chairs of the waiting room in the days leading up to the meeting had been successful it was decided to do the same. And there was also a suggestion that the meeting should be publicised at Hallfield Primary school so that parents with young children would be able to attend before collecting their children from school.

BAYSWATER MEDICAL PRACTICE

As a consequence of this practice closing down, some patients might want to register with Garway. Diana Landymore had spoken to the manager at Moore's Pharmacy, opposite the Bayswater practice, who was concerned about the loss of business, suggesting they might steer patients who lived locally towards us. Dr Phornnarit said that he would call by the pharmacy to reassure them that if former Bayswater patients did register with Garway there would be no problem with sending prescriptions to Moore's.

PRIMARY CARE NETWORKS

Christopher Penfold reported on the Healthwatch Network meeting at which Joe McGale, Head of Primary Care Strategy and Development for the WLCCG (West London Clinical Commissioning Group) gave a presentation on how plans for these networks were proceeding. Planned to cover the needs of 30 to 50,000 patients, the networks of local GP practices will eventually provide a full range of 18 different services available to patients.

URGENT CARE REVIEW

Christopher also attended the Healthwatch Network meeting to hear a presentation by WLCCG about plans to establish Urgent Treatment Centres to help relieve the pressure on A&E departments. The key message will be: "First call 111". There will soon be a nationwide prime time TV advertising campaign to re-educate the public so that, whenever in need of urgent treatment, "Call 111" becomes the default first step.

PROMOTION OF ON-LINE SERVICES

Healthwatch are running a series of webinars for the benefit of PPG members so that we can help spread the word amongst patients in our practice about how to make the most of on-line services. Odete said that she could ask someone from Healthwatch to come and talk to us at our next scheduled meeting on Wednesday 28 November.

CERVICAL SCREENING FOR OVER 70s

This issue had been raised by Judy Loncraine at a previous meeting. Odete has already done some research and will contact an appropriate person to come and talk to us again possibly at our November 28th meeting.

BOOKCASE

Further discussion took place about provision of a bookcase, either in the waiting room or in the lobby where previously read books could be made available to patients in return for a voluntary contribution to GPG funds

Members thanked Odete Pakalnyte for her attendance and for her advice and the meeting adjourned at 8:00 pm.

DATE OF NEXT SPECIAL MEETING:

"CHILDHOOD IMMUNISATIONS"

DATE TO BE CONFIRMED

DATE OF NEXT MEMBERS MEETING:

**WEDNESDAY 28 NOVEMBER AT 6:30 IN THE PRACTICE
WAITING ROOM**