

Garway Medical Practice Patient Participation Group



Minutes of Meeting on Wednesday, 30 January 2019 in Pickering House

PRESENT: Angela Reeves, Andrew Boichat, Rose Doyle, Odeta Pakalnyte (Healthwatch), Marian Kirsner, Christopher Penfold, Judy Loncraine, Deirdre Cordwell (Chair).

APOLOGIES: Turlogh o'Brien, Diana Landymore, Genie Stuart-Ranchev, Joanna Newton

INTRODUCTIONS: Deirdre Cordwell (chair) welcomed everyone.

MINUTES of the previous meeting on 28 November 2018 were agreed. It was also agreed that members would take it in turn to note and write up the minutes in future, in an abbreviated form and with action points clearly delineated.

REPORT BACK FROM PRACTICE

Angela Reeves reported on a recent change to the team of receptionists. There have been enquiries asking if Ann, our previous receptionist, has left and people have been asking for more information. Angela Reeves pointed out that we have a commitment to honour confidentiality to our staff (current and previous) as much as we do to our patients and we wish Ann well in her future endeavours.

Two members reported that, whilst sitting in the waiting room for appointments recently, they had witnessed, on separate occasions, interactions between receptionists and patients that had been less than welcoming. Members stressed that since reception is very much Front of House for the practice it is essential that regular patients seeking to make appointments or potential patients seeking to register should be met with a welcoming and helpful response. First impressions are important and can determine how the practice is perceived in the neighbourhood it seeks to serve. Members fully recognised the difficulties and pressures that receptionists face and stressed the need for initial training to be followed up with refresher sessions in order to maintain the high standard for which our practice has acquired its welcoming reputation.

Angela Reeves also reported on the current state of medical staffing. Dr Phornarrit is now well supported by Dr Ahmed and Dr Kaushal both of whom are working as permanent locums and members present gave both doctors very high approval ratings!

Angela explained the implications for our practice of the decision to phase out the Personal Medical Services (PMS) contract under which Garway Medical Practice currently operates. About 40% of GP practices have been working to this contract which is now being phased out in favour of the new General Medical Services contract which has been agreed between the NHS and the British Medical Association. This will result overall in a fairer distribution of resources through all GP practices operating under the same contract. The new arrangement will result in some budgetary loss but there are opportunities to

make up some of that loss, for example by adoption of the Quality Outcome Framework for infant immunisation and by inter-practice referrals which are already up and running.

PALLIATIVE CARE

Odetta Pakalnyte from Healthwatch Central West London introduced a discussion about the current review of palliative care provision. The consultation with service users took place on line and will feed into the final recommendations. Currently, around 250 patients benefit from specialist end of life care, whilst around 2000 patients could potentially be entitled to it. The review looked at the palliative care services offered by 3 hospices and specialist services offering care in peoples' homes. The outcome of this review will influence how palliative care services will be offered in the future and how best to utilise existing resources. This includes the Pembridge Hospice at St Charles Hospital which currently do not admit patients for overnight stay, however, their day care is still open. The final document is due in March.

HEALTHWATCH PPG NETWORK MEETING

Odetta mentioned the meeting scheduled for Monday 25 February at Kensington Town Hall. The focus of the meeting will be on ways of encouraging PATIENT PARTICIPATION GROUPS like ours to develop ways of engaging with more of the patients on the practice list. How to broaden our representation has been a constant concern of our members and the meeting would be an opportunity to listen to new ideas and to share experiences with members of neighbouring PPGs. Odetta hoped that as many members as possible would attend.

PATIENT SURVEY

Deirdre Cordwell recalled that when, a few years ago, PPG funding was dependent on our producing a patient survey, having PPG members in the waiting room all day for a single day, conducting a survey of patients whilst they were waiting for their appointments, the results were very encouraging. It was decided that we should aim to repeat the exercise at some time in the future as a means of extending our engagement with patients. Volunteers would be required to work with Angela Reeves to design the survey and to give an hour or two of their time on the day. As the main focus of our efforts was now on plans for the Special Meeting on April 10th, it was decided to put the idea of a survey on hold until later in the year.

SPECIAL MEETING APRIL 10TH — WHAT HEALTH SERVICES?

Purpose of the meeting is to inform patients of the full range of health and social care services that are available in the neighbourhood. It would include services provided by the councils of RBK&C and Westminster as well as services provided by local charities such as Healthwatch and Open Age. It was decided to publicise the meeting as widely as possible and Rose Doyle noted that the deadline for copy in the spring edition of SEBRA magazine had been extended and Christopher Penfold volunteered to contact John Zamit with a view to writing an article for the magazine which would promote the meeting. Christopher also volunteered to book the meeting room at Pickering Hall and he and Deirdre would meet with Odetta to find an appropriate speaker (or speakers) for the day. Odetta also volunteered to design a poster and/or flyer for the meeting and we would seek to post this on the notice boards of neighbouring practices. Many members volunteered to help run the meeting on the 10th April and all hoped it would prove at least as successful as our first Special Meeting last year, if not more so.

Deirdre thanked members for all contributions to a very successful meeting and the date of the next general meeting was set as:

WEDNESDAY 27th March AT 6:30