

**MINUTES OF PPG MEETING  
26<sup>TH</sup> SEPTEMBER 2019  
AT SOUTH LEWISHAM GROUP PRACTICE**

**Present:** Alex Camies, Chair (AC). Carolynne Batley, Secretary (CB). Elizabeth Jones, Committee (EJ). Marion Cox, Committee (MC). Rae Lee, Committee (RL). Elizabeth Atere-Roberts, Committee (ER). Denis Costello, Committee (DC). Liz Jones, Committee (LJ). Joan Carter (JC). Janice Heredia, Patient Liaison Officer (JH). Pat Medford, Patient Services Manager (PM). Dr. Simon Parton, GP Partner (SP).

**Apologies:** Doreen Fellingham, Committee

*NB: Dr SP on call so agenda switched around to allow him to leave meeting early but minutes kept as agenda numbering for ease of reading. Highlighted areas are for action points.*

**1. Welcome**

The Chair thanked everyone for coming.

**2. Minutes from previous meeting 9.5.2019**

Agreed

**3. Updates on action points from meeting 9.5.2019**

**a. AC & Dr SP to meet to discuss groups/organisations spreadsheet for information books.**

Dr SP been very busy so no meeting yet arranged.

**b. AC to print information books book for waiting area.**

AC brought in files with copies of newsletters etc. set up so far for approval and all agreed good. Suggestion to place sellotape along top of each file pocket to stop people removing them and to put notice on front asking people not to remove but say copies can be obtained from reception if needed. AC said once had spreadsheet rearranged under required headings then could do other books for waiting area but this would take some time. To finish books started to put out.

**c. AC to redraft Constitution wording as discussed and send to Committee for approval.**

AC said amendment done as agreed at previous meetings but needs Secretary's signature then can put onto surgery website.

**d. All group to look out for interesting items for newsletter and provide to AC.**

Ongoing and AC asked for items for Xmas newsletter.

**e. PM to train JH on updating update PPG section of surgery website.**

PM said training done and Janice now updates PPG section. Item now closed.

**f. PM to provide AC with Modality group PPG meeting details.**

PM said not heard. AC said had an email from the Jenner PPG and agreed to attend one of their meetings but nothing more heard. She informed group she had been over to a Bellingham PPG meeting at the request of their Patient Services Manager to tell them about what we do to help them but only 2 patients turned up although both seemed keen and all were impressed with what our PPG does.

**g. AC to provide useful information for patient to all GPs & Nurse.**

AC said screening items sent from the PPG local network and forwarding those items to nurse and GPs if they are considered of interest. Dr SP said useful and to continue. Item now closed.

**h. PM to arrange a procedure for scanning hospital prescriptions when received and note who is dealing with them.**

Pm said procedure now in place. LJ said no further problems. Item now closed.

**i. GG to report back re Pan Lewisham PPG meeting.**

Considered too long ago to discuss. Items now closed.

**j. PM to arrange badges for new Committee Members – RL, MC, LJ & CB.**

PM said not yet arrange so on going action point.

**k. AC to contact Ageing Well to ask if they could change dates of Coffee Morning.**

AC said agreed except for December. Now arranged for 1<sup>st</sup> Tuesday morning of each month and trying to get a different speaker and topic each time. The December coffee morning will be on December 17<sup>th</sup> and will be a Xmas event. Item now closed.

**l. SP to update re surgery meeting to discuss the appointment system and the telephone survey.**

PM said system message changed to shorten **but appointment still an issue**. General discussion took place including problems now with getting GP appointments on line. GG said find it easier to go to reception and arrange and appointment. AC said a danger now of people booking an appointment on EMISS, for example for a diabetes appointment etc., just to get a GP appointment and when actually have a different problem.

**m. AC to email PPG members for opinion on times and days for PPG meetings.**

Done and day times changed to 12.20pm start but problem with evening or weekend meetings as PM & JH do not work then so could not attend. Items now closed.

**n. AC to ask attendees to check at reception where meeting for coffee will be.**

PM said all in place for coffee morning in the Training Room and JH said reception made aware. Item now closed.

**O. SP/PM to ensure right guidelines in place regarding registering temporary patients.**

PM said all now in place and LJ said happy with no more problems. Item now closed.

**p. SP to check procedures/protocols on regarding updating/ordering hospital prescriptions for another person.**

PM said all now in place and LJ said happy with no more problems.

**4. Macmillan Coffee Morning**

EJ, MC, GG, DC, LJ, JC and JH said able to help on the day and all agreed to bring in cakes. AC said had telephone conference booked for that day but would be there as soon as finished. General discussion took place as to how to set up etc. and including need to have a meeting at least 2 weeks before the event next year to allow ample time to arrange. AC agreed to purchase tea, coffee, soft drinks, serviettes, and sandwich bags after meeting and take back to surgery and DC to purchase milk next day and take to event. Item now closed.

**5. Appointments/Emiss**

See 3i.

**6. AOB**

AC said had been in to pharmacy to collect repeat prescription and was asked to have a medication review. On doing so informed pharmacist had stopped taking one of the medications because of the side effects. The pharmacist said they could change it for something that didn't have the side effects. AC declined telling pharmacist would prefer to see GP to get changed and signed the presented form to say review done. Dr. SP said pharmacist cannot change the medication but would have passed the comments over to the surgery for any action needed. Item closed.

AC asked how the new **Push Doctor app** was working. Short general discussion with some asking how it worked. Dr SP said the service was one the surgery are now paying for to help patients get GP help and very early days. Ongoing.

Dr SP informed the group that it had just been agreed that the site the **surgery stood on could be redeveloped**. The plan for the future is to have a multi-story building which would also contain community hubs. Very early days and anticipates that the

development would probably take approx. 3 years to be finalised. The surgery would need to find temporary accommodation whilst the site is being re developed.

Dr SP also informed group that he was meeting up with the Fellowship at Bellingham with a view to collaborating with them regarding use of their building and community services for patients.

Meeting ended approx. 2.15pm

Next meeting January 2020.

#### **ACTION POINTS**

1. **AC & Dr SP to meet to discuss groups/organisations spreadsheet for information books.**
2. **AC to arrange Secretary's signature on document which then to be placed on surgery website.**
3. **All to look for items for Xmas newsletter and send to AC.**
4. **PM to arrange badges for new Committee Members – RL, MC, LJ & CB.**
5. **Dr SP/PM to update re surgery and EMISS appointment system.**
6. **Dr SP/PM to update on Push Doctor app progress.**
7. **Dr SP to update on surgery redevelopment.**
8. **Dr SP to update on talks with Fellowship at Bellingham.**