

**South Lewisham Patient Participation Group  
Minutes of Meeting 31<sup>st</sup> January 2019  
held at South Lewisham Group Practice**

**1. Welcome and apologies.**

**In attendance:** Alex Camies, Chair (AC). Rae Milton Lee, Committee (RML) Elizabeth Jones, Member (EJ). Denis Costello, Committee (DC). George Gard, Committee (GG). Marion Cox, Member (MC). Pat Medford, Assistant Practice Manager (PM). Dr Simon Parton (SP). Late arrival Elizabeth Atere-Roberts, Committee (EAR)

**Apologies:** Doreen Fellingham, Committee. Elizabeth Wellington, Committee. Carolynne Batley, Secretary.

**NB:** As SP was on call order was changed around to enable him to leave meeting early, but minutes has written down as in agenda order for ease of reading. In absence of CB RML took notes for minutes. Highlighted areas are for action points.

**2. Minutes from previous meeting**

Accepted.

**3. Updates on action points from meeting Thursday 20th September**

**ACTION POINTS**

**a. Dr SP to update re patient waiting area redesign.**

Local authority still interested in supporting the changes for the waiting area but no funding. SLGP looking for possible funds they can bid for. AC said funding opportunities get networked to PPG mostly from Voluntary Action Lewisham (VAL). SP asked for details to be forwarded to him <sup>a)</sup>.

**b. AC to continue with information folders for waiting area.**

AC said still in hand<sup>b)</sup> but dealing with other priorities. Suggested a separate folder just for the newsletter <sup>c)</sup> as a lot of useful information for them and will make quick easy reading for waiting patients.

**c. AC to liaise with PPG Committee re wording to Constitution.**

AC said draft wording done but needs to email committee members for approval. <sup>d)</sup>

**d. AC to research for newsletter items and ask GPs for article**

AC said newsletter completed in time for Xmas and asked group to keep an eye open for next issue items. <sup>e)</sup>

**e. Surgery website add on a link to the NHS Choices rating section.**

Pat said link now on website. AC asked if a new website re Modality in pipeline yet and Pat said no news. AC pointed out the surgery website out of date in many areas <sup>f)</sup>, and needs to be kept up to date as patients use the on line service constantly. Pat accepted site outdated but with the Modality changes had no time to do updates. She said starts her new job role tomorrow, and when she will get details of her new duties, will try to make set times to ensure kept up to date in future.

**f. AC said she could contact Ageing Well in Lewisham and Goldsmiths Community Centre to see if would be interested in collaborating with surgery.**

AC said had contacted Ageing Well and she and SP met up with them on 21<sup>st</sup> January to discuss the collaboration prospects for a collaboration and they are very keen to go ahead.

**4. Collaboration between surgery and Ageing Well in Lewisham LLC**

SP explained that, as put forward at the meeting last year, the surgeries simple idea is to have a support group at the surgery for older people who are perhaps isolated, as they have a large number of elderly patients who can see and speak to no one for months at a time. Initially, the support group would be once a month to see how things go. People would be able to come along, have a cuppa and a chat and know someone cares. AC said she had approached 3 groups in the area already doing something similar so had the experience, to ask if they would be interested in a collaboration with SLGP. Ageing Well In Lewisham are now keen to work with us stating that they have a gap in the surgery area for the service they already run in Downham, Goldsmiths and Sydenham. The first meeting to put forward the surgery thoughts with SP, AC and Ageing Well was on 21<sup>st</sup> January and this went extremely well with both sides excited about the prospects. The plan is to use the surgery training room as room has

the setup needed. AC asked if members would be interested once set up in volunteering to make tea/coffee or just to chat to people <sup>g)</sup> and several thought a really good idea and agreed. SP checked the room availability and it seem the room free on Tuesdays and Thursday afternoons so AC to ask Ageing Well if acceptable days<sup>h)</sup> so can provisionally pencil in the room diary.

#### 5. Update from Friends and Family meeting on 20.11.18

SP said a lot of positive comments about reception staff have recently been posted which is really good and surgery currently has 5 stars. He suggested staff having extra training to develop empowering staff <sup>i)</sup>, so they give a 'can do' response instead of a can't do one. They would then be able to say to patients 'although we can't do we can provide other possible options'. All agreed a good idea.

#### 6. Modality update and staff changes

SP explained the Modality merger, being The Jenner Practice in Forest Hill, Bellingham Green and South Lewisham, seems to have been smooth for patients and changes behind the scenes to aid staff are in hand.

Some changes being made:-

- i) Now in effect 3 divisions
- ii) Dawn Lait now has the overview on all 3 sites.
- iii) A support group to module staff across all 3 sites.
- iv) Training and mentoring.
- v) Involvement in research projects.
- vii) 1<sup>st</sup> point of access physiotherapy for self-referral on site.
- viii) Piloting on line videoing service by doctors.

AC said Dawn Lait had suggested that the Bellingham Green PPG be invited to one of our meetings to see how we work to help them get off the ground. Short discussion took place and agreed. Group discussed possible merging PPGs but rejected and all agreed a need to keep PPGs separate, but to possibly have a group PPG meeting once or twice a year to exchange ideas etc. AC to put to Dawn <sup>j)</sup>.

AC asked for new GP and nurse emails so could include them on the list to send details of what's on in the area for patients to help them. SP agreed helpful as they don't know what's available. For example a new service starts on 1<sup>st</sup> February for a Shopping Bus Service those people with mobility or health issues who are unable to use public transport. This is in addition to Dial a Ride and Taxi Card. SP asked Pat to arrange passing on email addresses <sup>k)</sup>.

#### 7. Telephone survey

AC said had set up a telephone questionnaire which was approved by SP. She then sent out to all PPG member on email and set up a spreadsheet for replies. Only a few replies in so far so will send out a reminder <sup>l)</sup>. Presented a copy of the reply spreadsheet to date for perusal. SP suggested leaving a copy of the survey sheet at reception for patients to complete and need to get more people so have a cross section. Suggested a cross section of patients identified and Pat send out an Mjog message <sup>m)</sup> asking them to call in and complete survey. AC to collate replies onto spreadsheet <sup>n)</sup>.

SP left the meeting.

#### 8. From EJ - *Would like to raise issues regarding hospital prescriptions, change of address, difficulties with trying to obtain passwords especially for young working*

EJ explained her problem when getting a hospital prescription from the surgery which had gone missing after being handed in personally. PM said receptionist needs to have a procedure in place so, immediately on receipt, the document is scanned onto the system <sup>o)</sup> and note put on as to who dealing with it. AC said hospital have a pharmacy so can get prescription filled there but EJ said they have poor stocks and AC suggested hospitals are trying to pass the cost of this type of prescription onto the surgeries.

EJ explained her son's problem with obtaining a password for EMISS and as working long hours unable to get to surgery so had tried to obtain for him and was refused. PM explained unable to give a password to someone else under the new Data Protection and Privacy (GDPR) law without consent. Suggested a letter from patient consenting to another party obtaining the information and this can be handed to surgery so can then act. Or the patient can request by email using the surgery general email account, which can be found on the website home screen under the address. Website: [www.southlewishamgrouppractice.co.uk](http://www.southlewishamgrouppractice.co.uk)

#### 9. AOB

AC explained due to pending surgery would be unable to attend the Pan Lewisham PPG meeting. The meetings are held by One Health Lewisham (NHS) approx. at least once a year to provide updates and feedback on PPGs and a representative of each surgery PPG is required to attend. The meeting is on 15<sup>th</sup> February 11am – 2pm at the Town Hall and lunch provided. GG volunteered <sup>p)</sup> and to provide feedback. AC to inform Dawn Lait. <sup>q)</sup>

AC asked the group if they were agreeable to holding meeting slightly earlier <sup>r)</sup> in the day to allow those having children to collect from school/childcare to attend. All agreed.

AC stated more people now needed on the Committee to have more of a part in decision making etc. and asked if anyone interested. Short discussion took place and MC and EJ said interested. AC said we just a quorum of committee members in attendance and asked if they would prefer to put it to the other committee member. All agreed to accept MC and EJ. Pat asked to make up badges for them and also for RML. <sup>s)</sup>

**Next meeting will be around End March beginning April**

### **ACTION POINTS**

- a) AC to forward funding information to SP.
- b) AC to provide information books for waiting area .
- c) AC to provide separate books for newsletter for waiting area.
- d) AC to send draft Constitution wording changes to committee for approval
- e) All group to look out for interesting items for newsletter and provide to AC.
- f) PM to update surgery website regularly.
- g) Volunteers for tea/coffee/chat for support group once set up.
- h) AC to email Ageing Well re diary dates for support group.
- i) SP/PM to arrange 'empowering' training for staff.
- j) AC to email DL re group PPG meetings.
- k) PM to provide AC with GP and nurse email addresses.
- l) AC to send reminder to member re telephone survey completion.
- m) PM to collate cross section of patients and ask them to complete telephone survey.
- n) AC to regularly update telephone survey spreadsheet for surgery.
- o) PM to arrange on procedure for scanning hospital prescriptions immediately on receipt and noting who dealing.
- p) GG to attend Pan Lewisham PPG meeting on 15.1.19 and report back.
- q) AC to inform DL of GG attendance at Pan Lewisham PPG.
- r) AC/PM to arrange future PPG meetings to start 12.30pm.
- s) PM to arrange badges for new Committee Members.