

MINUTES
PATIENT PARTICIPATION GROUP
Thursday 5th March 2020 12.00pm
@ South Lewisham Group Practice

IN ATTENDANCE: Alex Camies, Chair (AC). Elizabeth Jones, Committee (EJ). Marion Cox, Committee (MC). Rae Lee, Committee (RL). Elizabeth Atere-Roberts, Committee (ER). Liz Jones, Committee (LJ). George Gard, Committee (GG). Tricia Jones (TJ). Pat Bennet (PB). Karl Cottrell (KC). Janice Heredia, Patient Liaison Officer (JH). Pat Medford, Patient Services Manager (PM). Dr. Simon Parton, GP Partner (SP). Dr Fatima Sheik (GP Registrar). Karen Wiseman, Social Prescriber (KW). Charmaine Passley, Social Prescriber (CP).

COMMITTEE APOLOGIES: Carolynne Batley, Secretary. Denis Costello.

COMMITTEE ABSENCES: Doreen Fellingham.

Please note: Due staff commitments and late start agenda items switched, but minutes set out as per agenda for ease of reading. PM arrived after Social Prescribers introduction and Dr SP following final agenda item.

Areas highlighted are action points

1. **Welcome and apologies.** Social Prescribers introduction.
2. **Minutes from previous meeting 26.09.2019**
Agreed.
3. **Updates on action points from meeting 26.5.2019**
 - a. **AC & Dr SP to meet to discuss groups/organisations spreadsheet for information books.**
AC setting out information as a directory but will take time to complete. AC produced file prepared which holds information leaflets and newsletters etc. to be placed in waiting area. JH, PM and Dr SP to place more information in file if needed and JH to seal pockets to stop removal before putting out. LJ asked if leaflets available in other languages but AC said may be but surgery would need to arrange what is needed. LJ also asked if leaflets could be placed on the waiting room screen. PM said good idea but she would have to ask the screen management if can be included.
PM to ask screen management if leaflets can be place on the waiting room screen
 - b. **AC to arrange Secretary's signature on Constitution document which then to be placed on surgery website.**
AC said been unable to meet Secretary to obtain signature.
AC to contact Secretary and obtain signature.
 - c. **All to look for items for Xmas newsletter and send to AC.**
AC said Xmas newsletter done but asked if all continue to pass on items to include in future issues.
All members asked to continue to pass on items for newsletter to AC
 - d. **PM to arrange badges for new Committee Members – RL, MC, LJ & CB.**
New badges brought in but without committee member name on, but will use until replacements supplied.
 - e. **Dr SP/PM to update re surgery and EMISS appointment system.**
See any other business
 - f. **Dr SP/PM to update on Push Doctor app progress.**
Push Doctor working well. To avoid being charged South Lewisham patients MUST register for this through the surgery where they will then be given the link and then no charge as the surgery pay for this service. If patients register/download the app direct through the NHS Push Doctor app then there will be a charge.

g. Dr SP to update on surgery redevelopment.

Surgery building has had problems with roof leaks but now repaired and heating still creates problem. Pointed out that plants are now in the waiting area which now also has a new layout and looks better. Talks regarding the redevelopment still ongoing and proposals only sent this week. Looking now possible to extend on one level into part of the army cadet and police station space. Also looking at part of the development being flats on the higher levels, and to include community space also, with the surgery within it. Not expected to start the development for 3- 5 years. One of the surgery celebrity patients is currently in contact regarding developing nearby land, which appears to be waste land, into a community and therapeutic garden along with possible use of area owned by pharmacy. Ongoing.

Dr SP to update on surgery redevelopment

h. Dr SP to update on talks with Fellowship at Bellingham.

Explained the Fellowship is a private enterprise and needs to make money, and the charge for use is too high for the surgery, so no longer considering this course. Looking now to the possibility of collaborating with Phoenix Housing as they do community projects and have the finances. The surgery would also work with Bellingham Green surgery on this.

Dr SP to update on possible collaboration with Phoenix Housing

4. Coronavirus precautions – emailed from a PPG member

PM said patients are screened for virus symptoms when phoning in and are asked if they have travelled recently and where. If possible problem are then told they must contact NHS 111 for instruction and advice. Dr SP said 1 case reported in Lewisham now isolated. Anticipated rising numbers in next 2/3 weeks and preparations now in place if reach epidemic levels regarding transport, schools and social contact. If feeling unwell with flu like symptoms people told to self-isolate. The surgery is ready and has a business plan in place and if necessary would close to all but urgent need.

5. Surgery website

AC pointed some information out of date and as the website is often first point of call for patients it is important it be updated on a regular basis. PM opened on screen and changes discussed. JH is now responsible for the PPG section on the website and will now only keep meetings minutes on for max 2 years. PM to review website, remove old information and make changes.

PM to review website, remove old information and make necessary changes.

6. Social Prescribers - CP introduced themselves explaining this is a new role which they into only 3 weeks prior, and their new title will now be Wellbeing Co-ordinators as considered more user friendly. Based at the Jenner practice they will be working at South Lewisham, Bellingham Green and the Jenner under Modality Group. Will be working on 1 to 1 or with groups, depending on the needs of patients on the social side, and at present will be through GP referrals. Unknown as yet exactly what role will entail as so new and will take a short time to get set up, but are currently networking with community, patients, and carers. AC said PPG network is linked in with Table Talk and CP said they were too. AC suggested also they came onto PPG network also to get other information. AC invited them to our Golden Agers Coffee morning to talk to patients explaining no vacant space now until May or June. KW & CP agreed to visit and the role should by then be set up. Dr SP suggested KW and CP be invited to future meetings as non-voting attendees and AC to arrange.

AC to invite Social Prescribers to meetings in future.

7. Any other business

LJ reported one of the cubicles in the ladies toilet has had no seat for some time now. PM informed group had been reported to the building management company but they were very slow to carry out works.

LJ stated difficulty making appointments with same doctor for continuity of care but very difficult. PM said appointments can be made with an alternative doctor, but LJ pointed out the NHS recommend using same doctor. DR SP said, if a follow up appointment needed, GPs will be able to now book patients in themselves at time of consultation and 2 weeks ahead. AC said had several patients complain to her about being unable to make

appointments on line. PM said on line appointments released in blocks at 7.15am, 7.50am and 8pm now to try to ease the problem. Appointments can now only be booked 2 weeks in advance. No walk in GP service available at surgery but if urgent patients can book a sit and wait appointment but these are limited.

Dr SP/PM to update on GP appointments system.

Dr SP said the surgery telephone system now not suitable for purpose. A new system now agreed and currently looking at choice and quotes. This should stop people being on hold for long periods and opens up extra lines. Surgery currently looking at the patients journey through the practice and want to stream patients in the right direction e.g. patient requests, patients invited for blood tests etc., patients sent by external source e.g. hospital. Patients need to go through Triage. Patients unable to access this system due to language or IT problems, will be able to use route through reception. Changes should be done within a week and ideally if possible same day. Training will be needed for staff reception and GPs on how to use new system and ensure safe. Will be reviewed 3-4 months before going live, although may be placed on hold due to the Coronavirus.

DR SP/PM to update on new telephone system

LJ suggested Did Not Arrive (DNA) appointments but written on the waiting room white board again for patient to view as reminder to cancel if unable to attend. PM to look into.

PM to update on reinstating DNAs on white board

Dr FS said more patients need to use the Surgery Pod in waiting area, but some patients seem unsure how to use. PM said instructions on use by machine and those meeting attendees using it said simply to use but would review directions.

PM to review instructions for Surgery Pod

JH suggested PPG run another charity event in the surgery and time now to arrange for Easter. Discussions took place re ideas. Dr SP said due to Coronavirus not good to have groups currently but suggested perhaps building on the surgery staff and patient Easter collection for local Foodbank. Easter eggs are collected and donated and this could be extended to include items such as sweet treats, food as long as non-perishable, and household goods e.g. toothpaste, soap, etc. People would then drop items off at the surgery at given times, and staff would deliver it to the Foodbank. Could also be a collection for a local charity /charities but surgery would need to phone around to establish which ones would benefit. All agreed good idea. AC to liaise with JH and Committee members regarding times etc. and then set up posters and email PPG members.

AC to liaise with JH and Committee members donation times etc. and then set up posters and email PPG members.

Dr SP said surgery had thought about doing a 'Memory Xmas tree' last year but unfortunately did not happen. He said the surgery would like to arrange a Xmas lunch for the Golden Agers group and will discuss further at next meeting.

AC asked what the group thought should happen regarding the continually absent Committee member explaining problem and Constitution rules. Short discussion and decision was for AC to make contact and ask for positive decision as to whether they wish to step down, or ask how often member can attend referring them to Constitution rules. Person could still remain as a PPG member.

AC to contact Committee Member for decision re stepping down from Committee.

Dr SP said end the end of March, Coronavirus considered, the surgery will have 2 VIP visitors being Justin Thomlin and the Director of DWP. JH asked to be ready to meet and greet.

Meeting end approx. 2pm

Next meeting date TBA

NEW ACTION POINTS - for next meeting

- a. PM to ask the surgery screen management if leaflets could be placed on the waiting room screen.
- b. AC to arrange Secretary's signature on Constitution document which then to be placed on surgery website.
- c. All continue to pass on items for newsletter to AC to include in future issues. Ongoing.
- d. Dr SP to update on surgery redevelopment. Ongoing
- e. Dr SP to update on possibly collaboration with Phoenix Housing.
- f. PM and JH to update on surgery website review and necessary changes.
- g. AC to invite Social Prescribers to talk at Golden Agers coffee morning.
- h. AC to invite Social Subscribers to future meetings as non-voting attendees
- i. Dr SP/PM to update on GP appointments.
- j. Dr SP/PM to update on new telephone system
- k. PM to look into reinstating DNA appointments on white board in the waiting room
- l. AC to liaise with JH and Committee members regarding food donation times etc., set up posters and email details to PPG members.
- m. AC to make contact with absentee committee member to discuss and ask for positive decision.