

The Good Practice PPG Meeting 16.08.2018

MINUTES

1 THOSE ATTENDING

- Dr J Hammond GP (JH)
- Jan du Plessis PM (JduP)
- Allan Erickson (AE) Chair
- Michael Parkes (MP)(Temporary Secretary)
- Nigel Fitch (NF)
- Rosemary Baker (RB)
- Alex Vonwinckel (AV)

2 APOLOGIES

- Nancy Sykes
- Suzanna Bourner Clifton
- Rinna Sulonen

3 PREVIOUS MINUTES / MATTERS ARISING : Adopted

4 PPG SECRETARY

Successful PPG's work independently of the Practice. Therefore a Secretary is required . MP agreed to act as such for this Meeting only.

No funding is available for this purpose . Odette may be able to provide £10 for printing. Such work experience potentially useful for a CV.

Action

- AV to contact SBC. If unsuccessful :
- Advert for voluntary position placed in next Newsletter
- Text invitation sent to every patient

5 STAFFING UPDATE

JH provided the following update :

5.1 Nurse Hodan

Concentrating on MyCare MyWay programme better linking Primary Care with Social Care for the over 65's. eg help arranging hospital appointments, pedicare etc etc. Violet Melchett Centre (VMC) is the main Social Care Hub in the area. Nurse Hodan will liaise closely with VMC. A further specific session supporting this programme is being provided by JH every Tuesday morning

5.2 Dr Mehta

Providing regular Locum services every Thursday and Friday.

5.3 Dr Hogan

Providing regular part time GP services

5.4 Dr Marwah

Providing GP services Monday, Tuesday and Wednesday pm.

6 COMPLAINTS

JduP outlined 4 recorded complaints :-

6.1 : Triage v Face to face

Mum unhappy with triage service : wanted face to face service. Went to Parsons Green Walk In Centre.

How dealt with : It was explained how triage service works . Patient subsequently invited for face to face conversation with amicable outcome

(In general Triage Service seems to be working satisfactorily)

6.2 : Confidential

6.3 : Private patient confused and distressed

42 year old female with heartburn seeking Gaviscon and wanting to see a doctor / referral to an allergy clinic. Distressed with behaviour of Reception staff.

How dealt with : Practice Manager checked out Allergy Clinics for her. Letter subsequently sent re her behaviour. Patient wants letter removed from her file . Agreed – will be removed.

6.4 : Confusion as to what services a GP Practice can and cannot provide

Lady wanted an appointment for her son who had a facial injury. Suggested she go to A and E – where it was X rayed and treated .

How dealt with : Eventually happy that Practice could not provide the immediate service required.

7 PATIENT INFORMATION LEAFLET

Action : To be read and discussed at next meeting.

8 AOB.

RB : Information on “Out of hours” health / pharmacy services would be helpful. August might not be a particularly good month for future meetings.

MP : Prescriptions can be handed straight to Pharmacy where no additional resource implications .

NF : Progress on Primary Care Network ? JH explained the aim – to pool resources. We have already joined the South Primary Care Network . The Practice provides certain specialist services eg to the homeless ; Spirometry (chronic lung disease) ; GP clinical research , but is still reviewing exactly what role it will perform within the Network.

AE : How big is the Practice ? JH : 4500 patients.

JH : noted a Staff Training Day on improving communication with patients.

9 DATE OF NEXT MEETING

20th November 2018 6pm