

Greyswood Patient Participation Group Meeting (PPG)

Wednesday 30th January 2019 6-7pm

Attendees:

Dr Penny Osborne (GP), Rachel Bickley (Practice Nurse), Warren De Souza (Practice Manager), Maggie Thompson (Reception Manager), Emma Humphrey (Administrator)

Christina Brooks (patient), Jane Andrews (patient), Nudrat Siddiqi (patient), Tony Dennis (patient), David Gribbin (patient), Denise Broad (patient), Theresa White (patient), Pauline Robinson (patient), Angela Godfrey (patient), Winifred Smikle (Patient)

Welcome & Introductions

WDS welcomed everyone to the 1st PPG for 2019. The purpose of the PPG going forwards would be 2 fold: firstly to keep patients informed of developments within and external to the practice. Secondly to consult the PPG on any changes proposed.

WDS explained that the NHS and primary care in particular is going through a number of changes such as an ever increasing older population, patients with more complex co-morbidities and increasing demand. This means that the NHS and GP practices in particular will need to change as funding will never be enough to meet these challenges. We will need to make greater use of technology and patients will need to take more control over their care.

Constitution

WDS asked if anyone present had any comments regarding the constitution that he had circulated.

WDS stated that the practice was keen that the PPG was run by its members and that key to this was that the Chair was a member of the PPG. **Action- If anyone is interested in becoming Chair can they please inform WDS by next meeting.**

Also to support Greyswood PPG the Practice has decided to join NAPP (National Association of Patient Participation Groups) who will provide support.

AG replied that she saw the PPG as being a critical friend and to provide a patient's insight. CB also stated that the PPG could help for example regarding the issue of DNA's for example publicising how many patients have DNA's each month.

Action- WDS to explore feasibility of having a dedicated line to cancel appointments.

Doctor link

Greyswood is keen to be an early adopter of technological healthcare initiatives in SW London. In keeping with this we are one of the 1st practices to sign up to Doctorlink. DL is an online symptoms checker. Its aim is to reduce a % of patients that currently see a GP/ Nurse as there are a wide variety of other professionals who can also help with an individual's healthcare.

Patient Reps were given details on DL and asked to register as their feedback on DL will be invaluable. **Action -Patient Reps to register and to start to use DL also patients to feedback to EH.**

WDS also informed the meeting that a Users' Group has been set up and it would be great if any patient could attend this meeting on **the 27th Feb (4-5.30) in Wimbledon. Action: EH to email out details. If anyone would like to attend can they inform WDS/ EH.**

Travel Vaccinations

WDS informed the group that a couple of months ago a patient had come to get their TV. Unfortunately there were no nursing appointments so he was directed to a local chemist where he had to pay. His mother made a complaint as she felt that the practice should have been able to give her son these vaccinations (at no charge).

RB stated that appointments for vaccinations take up a substantial amount of nursing time. Also the practice does not make an income from giving these which other practices/clinics do.

Dr Osborne asked the group for their views. Do we stop or do we postpone, during flu season; when we are particularly short of nursing appointments?

AG replied that it was important to be transparent and in her view the practice should put on its website and in the waiting area that if there are no appointments available for travel vaccinations patients will be directed to local chemists where they will incur a charge.

RB was asked are there any arguments in favour of continuing to provide this service? Yes:

- Some of the places that provide TV will not do ages 0-5
- For patients with a complex medical history it would be better if they came to Greyswood.
- Useful for family groups

Agreed: Practice to decide on what it thinks is the best solution. PPG will support in the decision made.

AOB

Pharmact2U

TD informed the meeting that he had been sent information by this company that stated that Greyswood was one of the practices that it was using. It was noted that one of the disadvantages of using these types of companies was that they may dump medication on the doorstep and that they do not know the patient (unlike local chemists).

MT stated that a lot of patients have signed up to these companies but her concern is that if something goes wrong there is anyone locally who can help them.

Next Meeting

WDS proposed having meeting every quarter. However the group felt that this meeting had been a success and they would like to meet more regularly for the time being. It was agreed that the next meeting would be on the **27th of March 2019**.