

Minutes of Thurleigh Road Patient Group Meeting held on 31st January 2019

Present: Sue Stern (Chair), Sandra Reeves, Shushma Leidig, Dr Cath Ellis, , Annette Anderson, Gwen Rosen, Patty Hemingway, Suzy Pawlak, Dr Richard Stern, Kate Swinburn, Ivor Rawlinson, Janice Price

Apologies; Viv Taylor-Gee

1. Notes of previous meeting

- a. These were agreed with the following amendments
 - i. Suzy clarified that the Christmas Cards were being sold from a café, Northcote Pharmacy and the Practice.
 - ii. Sandra clarified that under point 4 – It is wifi and not access to the internet that the practice does not currently have.

2. Matters Arising

- a. Website – changes are still planned but workload and changes in staff had prevented this from being actioned as yet.

3. Finance and fundraising

- a. Christmas Cards: These had sold well raising £280 so far. Sandra agreed to put the cards out again on reception to see if more could be sold. Suzy to supply some more cards in a non- Christmas box.

4. Feedback from Practice and Patient Group

- a. Suggestion box – a comment had been made by a patient that the toilets smelt. Sandra to investigate but not aware of this being an issue.
- b. Sue made the group aware of the consultation currently taking place with regard to services at the Walk in Clinic at Clapham Junction. This focused on the site continuing to be a hub for 8to8 services but no longer being a walk in centre as over half of the patients who were attending were non-Wandsworth patients due to the location of the site. Sue would circulate further details to the group.
- c. The group asked if the practice could look again at the possibility of providing a phlebotomy clinic at the practice due to the difficulties in getting to St Johns. Sandra agreed to discuss with the partners and to assess if we have resources to provide it. She explained that although there is some funding available for this service from the CCG, it does not cover the actual costs of providing it. The practice needs to look at what is the best use of time for our health care assistant as she uses her clinic time at the moment to provide EEGs, spirometry and 24 hour blood pressure monitoring as well as health checks etc. The practice

does take blood from those patients that find it difficult to access the phlebotomy clinic at St Johns.

- d. Although the practice was striving to ensure that a receptionist is always on the front desk, this had not always been possible due to staff shortages. It was agreed to put a bell back in the interim to just be available when a member of the reception team was not on the front desk.
- e. One of the members of the group who had recently registered at the practice fed back that she had not found some of the reception staff to be very helpful and empathetic and had also experienced issues with a prescription request. Specific concerns or complaints by patients would be dealt with outside of the meeting although Shushma, the new practice manager, would be prioritising the management of reception within her workload to ensure that patients are dealt with in a positive and empathetic manner. The practice is currently looking at the issue of medication reviews to ensure that patients are aware of when they need to see a doctor for repeat medication. None of the doctors should be refusing to issue a prescription if a review has not been done but may give a smaller quantity to cover a patient until they can attend for their review.
- f. Sandra stated that the new parking restrictions on Thurleigh Road and subzone C4 will have a major impact on the practice as many staff, particularly receptionists, have to drive to work. The Council had not been very sympathetic when Sandra had complained and she was now asking for support from the patient group to take this further. The Group supported this and Ivor Rawlinson would draft a letter which the practice could send to the local councillor and possibly our local MP.
- g. Sandra made the group aware of the fact that our practice was only one of two in Wandsworth that does not have a drug and alcohol worker attached to the practice. The service is commissioned by the council, with other practices historically receiving attached workers. The practice had already highlighted this inequity but had been told that there is no further funding available. The practice had also experienced a number of problems trying to access other services such as Fresh Start clinics which provide support to patients with mild to moderate alcohol dependency. The group were happy to support the practice in raising this as an issue.
- h. The Group now had their own tray within back reception for any incoming post.
- i. Sue had attended the Battersea Patient Consultative Group. Items discussed included phlebotomy services and St Georges Ambulatory care service

5. Keeping Well Group

- a. The pilot course had now finished and had been very successful thanks to the facilitation of Sue and Gwen. It had cost a total of £224.00. Due to the amount of time needed to manage the course, it would not be possible for the Group to run another course. However following feedback from the participants, it was suggested to trial holding tai chi classes for the elderly instead as this has been a very successful part of the course. Sandra would contact the person who did the tai chi session to see what the costs would be of providing this every other week for a three month trial. The Group felt that it could contribute to the costs of this trial which would also be opened up to other older patients but that it should then become self-funding in future. There are options available for transport if necessary eg. Dial a taxi scheme.
- b. Sue also handed out useful information from the Wandsworth Hub. Staff from this agency had given a presentation to the KWG which was well-received.

6. Educational Events

- a. Ivor would see if Dr Edwards could attend the next meeting at 7pm to talk about the A&E development at St Thomas'.
- b. Wiser Collective – it was thought that we don't know enough about this organisation and so would not take this forward at this stage.

7. Publicity.

- a. It was agreed that the Group would have a regular newsletter to send out key messages out to patients – perhaps twice a year. Viv and Sue to take this forward.

8. Any Other Business

- a. Patty Hemingway gave a short presentation about the Chrysalis Effect which provides online support for people with ME. They are running 4 pilot sites starting in March and the practice was asked if they wanted to consider being one of the sites. This enables funding for up to 30 patients to access the online resources. Patty was also interested in setting up a drop in support group for ME patients to provide friendship, coaching and access to resources and wondered if any clinicians would be interested in attending the sessions. Sandra stated that she would take this back to discuss with the partners.
- b.

9. Date of Next Meeting: 28th March 2019