

Thurleigh Road Patient Participation Group

Minutes of meeting held on 26th September 2019

1. Present: Sue Stern, Gwen Rosen, Sandra Reeves, Shushma Leidig, Kate Swinburn, Suzy Pawlak, Viv Taylor Gee, Richard Stern.

Apologies from Ivor Rawlinson, Sara Jane Staynes, Janice Price, Patty Hemingway.

1. Minutes of 25th July 2019 meeting – matters arising.

Tai Chi class is now starting on October 3rd. To be held alternate Thursdays, at 10.30. £8 per session, for more details and express interest in joining see posters in surgery or <https://taichiclapham.com>

The newsletter is being read, and has been updated by Sue to ensure info is accurate.

2. Practice and Network news from Sandra Reeves

- **The phlebotomy clinic** (blood clinic) would be starting on 4th October, and thereafter every Friday, for an hour. If the uptake is good, it will also be held on Mondays. It is primarily for patients over 75 and children 10 plus any other patients recommended by the GPs. It needs to be promoted to ensure it is fully used.
- **Flu clinic** is being held every Saturday. Currently there are delays on the delivery of the vaccine for vulnerable patients (pregnant, those with asthma or serious diseases etc) and people under 65, but the vaccine for the Over 65s is available. A new initiative means that a healthcare assistant will also be in reception at this time to check patients' blood pressure and weight.
- **The clinical pharmacist** Romy from Northcote Pharmacy, started at the practice on 7th September, and also at Balham Park Surgery as part of the Network arrangements. His job will involve patient contact, doing drugs reviews and other services as needed by the GPs. Not yet self-referral. Romy is on an 18th month course, at the end of which he will also be qualified to be a prescriber. Sandra Reeves to invite him to the PPG meeting in January. It would be helpful to provide him with any questions we have, in advance.
- **Social prescriber** link worker started in August, working on Monday and Wednesdays. Employed through Surrey Physio, her job is to support patients and refer them to the various agencies and organisations which are out there and can be useful. A nutritionist by background, she is fully funded for 5 years. The GPs will refer patients to her.
- **A physiotherapist** is starting in January 2020, also as part of the Network. We are also bidding for:
 - **The parenting group** - hopefully to be run by Dr Nikki Salt. The practice has £25,000 to be spent on this and other initiatives.
 - **Menopause clinic** –ie. HRTwe are bidding for this, also under the Network. It would be a comprehensive project, and would be fully evaluated. Coil-fitting would also be provided.
 - **A new website** is planned, to have the same look and feel as the Balham site.

Members of the group asked that their compliments be passed to the reception staff who have of late been particularly friendly and helpful.

Sue Stern is meeting with a member of the Patient Participation group from Balham Park, to find out how we might be able to work together.

Sue reported that the suggestion box in reception was empty. She has supplied more paper and pens to make it easier to get feedback.

3. **Increasing membership of the group.** The minutes are already on the website, plus the NAPP newsletters. We would like the TRPG newsletter to go online and be circulated to the virtual group by email. However, patients who have been with the practice a long time are not always on the database. (including some in the Group!) It would be helpful if the GPs suggest to patients that they join the Group, where they feel it is appropriate.
4. **Speakers** (education events) Good speakers and topics should make a difference to turnout at the group. Dr Shaffi from Kitrinis Healthcare is hopefully already underway for the AGM. We have also asked that the Practice Pharmacist and Social Prescriber speak early next year. Other suggestions – Meet the Doctors and health topics such as heart disease.
5. **White Board.** The white board has been up on the first floor for a long time and never been used. It is a CCG initiative and should be used to ask patients for their experiences of healthcare etc, a different topic each month, eg diabetes. It was suggested that it is publicised on the electronic noticeboard feed. This would mean checking what the topic is every month, and making sure the questionnaires and white board are better situated.
6. **Brexit.** Patients are concerned about availability of vital medication if the UK leaves the EU without a deal. The pharmaceutical industry (2nd largest industry in the UK) is very concerned, both for delays – and cold chain storage, regulation, research funds etc. Some drugs are already in short supply, eg. HRT, for other reasons. Safe use-by dates means many drugs can't be stockpiled and in any case there is a lack of storage. The NHS is recommending no stockpiling or changes in prescribing. However the Yellowhammer report does predict significant disruption and says that for up to six months the flow of medicines may be restricted to 40%. There is an unofficial list compiled by e-surgery.com of the most likely medicines to be affected. You can ask e-surgery re a medicine's availability on <https://e-surgery.com/ask-a-pharmacist/> Update: the Press Association reported on 27 September that Britain's government watchdog says there's still a "significant amount" of work to do to make sure the country has an adequate supply of licensed drugs in case of a no-deal Brexit. Britain's National Audit Office said additional shipping capacity chartered by the U.K. for sending goods across the English Channel might not be operational until the end of November — one month after the current Oct. 31 deadline for Britain to leave the European Union. Of the more than 12,300 medicines licensed in the U.K., about 7,000 arrive from or via the EU, mostly across the Channel, (40% of our medicines go through Dover).
7. Next meeting will be 28 November 2019

VTG / SS