

## **Thurleigh Road Patient Participation Group**

### **Minutes of Meeting held on 30<sup>th</sup> May 2019.**

1. Present: Sue Stern (Chair), Sara Jayne Stanes (Treasurer), Janice Price, Ivor Rawlinson (Vice-chair), Gwen Rosen, Dr Richard Stern, Patty Hemingway, Kate Swinburn.

For the Practice: Sandra Reeves, Shushma Leidig.

Apologies: Viv Taylor-Gee, Suzy Pawlak, Tor Godfrey.

### **2. Minutes of last meeting and Matters Arising**

**Parking outside the Surgery.** No progress due to lack of communication from Wandsworth Council.

**Reception** is now fully staffed although three members are still in their induction period.

**Phlebotomy appointments** – these will be available shortly within our HCA's clinic. Times and eligibility criteria to be agreed and publicized to all patients.

### **3. Practice/ Patient News**

**Staffing.** Dr Salt and Dr Schofield are retiring from the Practice at the end of July.

A replacement GP Partner is being appointed who may be one of the existing salaried doctors.

Tor Godfrey, the Advanced Nurse Practitioner, has been appointed as Nurse Partner.

**The building works** next to the surgery have almost finished.

**The flower beds** to the front of the building need attention. The group was asked whether they know someone who could do some gardening, expenses paid. Shushma will make a poster for our noticeboard. Ivor may have a contact.

**Network news:** The Practice has applied to CCG to join Balham Park Surgery as 'Nightingale Network'. Now a document must be produced showing how they will work together detailing governance arrangements. The Network will start at the beginning of July. The main issues that it will look at will be whether to collaborate over extended hours, the realignment of community services to match the area of our network and the employment of additional staff. The network will have funding this year for a full-time Clinical Pharmacist and a Social Prescriber. In the future years there will be funding for Physician Associates, First Contact Physiotherapists and Paramedics.

**The Practice website** will be updated shortly, to include information about new GPs and a Practice Nurse.

**Online appointments** – there are now three current apps for online GP Practice access: *Patient Access*, *Evergreen* and *My GP*. In addition the NHS is introducing its own app - the NHS App. *Patient Access* seems to be the best at the moment, offering a wider range of appointments, however this can differ from day to day as appointments are freed up to ensure a constant drip feeding of appointments into the system

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The Test Results part of the app is not working well for everybody and Sandra will follow this up to ensure that members of the Group have access. The PPG members can test and report back on the apps so that Sandra will know how they are finding this. The practice was also now using a system called AccurX which allows us to text patient with specific messages including information regarding test results.

#### **Suggestion Box.**

Turn the Music Down! Sandra explained that the music acts as a noise buffer for the consulting rooms. It was not felt to be intrusive.

Compliments received for Dr Ismat Nasiruddin 'Excellent GP'. Other compliments received for Dr James Esdon and Dr Jonny Christopher.

#### **4. Tai Chi**

Group working well – now 11 people registered and we are proposing that group continues after the 'free' period with a minimum charge, possibly £5.00. Some members felt that this was too low. This must be discussed with Henry as he may wish to charge a higher rate. Perhaps it would be good to ask attendees to give a "donation" (with a minimum of £5) Group members could then also choose to pay a higher rate.

The PPG agreed to fund the purchase of water drinking glasses for the kitchen to be used by staff, patients and visitors. Sue to purchase.

#### **5. Newsletter**

50 copies have been placed in the waiting room in a plastic holder on the Patient Group notice board. Half these copies have been taken so far.

The Newsletter cost £18 – the cost of printing ink.

#### **6. Education Events**

Dr Salt has a suggestion for a future talk. Details to be sent to Sue by Sandra.

#### **7. Battersea Locality Meeting.**

**The GP Federation** has a range of initiatives to address the GP shortage including:

***The Wandsworth Lower Back Pain App*** which helps with self-management and incorporates referral to a physio if needed.

**A Battersea pop-up shop** is being planned to offer free health consultations in the near future, probably near Clapham Junction.

#### **8. N.A.P.P.**

The group agreed that we should vote for the proposal that NAPP should convert to registration as an Incorporated Charitable Organisation. Sue to complete the voting form.

#### **9. AOB**

Patty again raised the issue of support for sufferers of chronic fatigue. Sandra to follow this up in the context of whether this was something for the new Network or as part of the Social Prescribing role.

**Next Meeting: July 25<sup>th</sup>**

RSS and SS.