

Thurleigh Road Patient Participation Group

Minutes: 25th July 2019

Present: Sue Stern, Sara Jayne Stanes, Kate Swinburne, Richard Stern, Janice Price, Sandra Reeves, Dr Niki Salt.

Apologies: Ivor Rawlinson, Viv Taylor Gee, Suzy Pawlak, Gwen Rosen, Patty Hemingway, Shushma Leidig.

2. Minutes (30th May 2019) - Matters arising

a. Phlebotomy: This new service is progressing well. The new receptionist is an experienced phlebotomist. She will initially do Friday AM clinics for under 10s, over 75s. Not walk in at this stage. She MAY have some availability in future but complicated by the room situation.

b. Flower beds: Thank you to Catherine Rawlinson who has taken on the gardening. It is being covered whilst she is on holiday. Building work is finished.

c. Practice website has been updated: including Dr Esdon

d. Patient Access app now shows Test results.

e. Tai Chi: To restart on Sept 5th. Will now be self-funding at £8 per session, 10:30am on alternate weeks, over 60s and restricted mobility. Poster to go up within the practice.

f. Newsletter: Only 50/100 have been taken although some may have been read and replaced by patients in waiting room. In future it should also go out to virtual group via email and be placed on the Practice website.

g. Education events: Sue has contacted Syrian refugee charity representative. Dr Salt also to make contact with her.

h. Wandsworth Lower back pain app:

Needs a code (from Practice, or website). Initial reports are good.

3. Feedback reports from the Practice and the Patient Group - Concerns, compliments and actions:

Practice news

a. Dr Niki Salt and Dr Roger Schofield leaving at the end of July. New partners from the 1st August will be Dr Eva Lu and Dr Jonathan Christopher. A well-known locum to the practice, Dr Anita Agrawal will be a salaried GP from November.

b. Network news:

- Nightingale Network (Balham Park and us) – all the governance paperwork etc. has been completed.

- The Network has appointed a Clinical Pharmacist (Romy from Northcote Pharmacy) who will in surgery here every day of the week. Will be involved in medication reviews either telephone or face to face. Starting 9th September. Will be managed by both Practices plus a Senior Pharmacist who oversees supervision.

- **Social Prescriber role:** We will not be using the CCG social prescribing model (one day a week for areas of deprivation). Instead, Surrey Physios who have worked with us before will provide this service for us. The social prescriber will be from a clinical background and we will work closely with Surrey Physio to

ensure a good match for our patients. The hope is that we will have someone in place in the next few months. Post is fully funded. We will evaluate whether this post reduces the use of clinical staff over this year.

- Balham Park Patient Group keen to work with us. Sue and Sandra will meet with them soon. Maybe they could meet with our group afterwards. Possibly share education events. Sandra to ask if they would be happy for us to share their meeting minutes. Open to joint meetings but not merging completely because we will have some different issues.

- Each network has been given £25K (non-recurrent) for project work relating to the network. Needs action by September, Suggestions:

- Resurrect Parenting Group. Niki has offered to work on this.
- Menopause clinic that would enable fitting of coils as part of HRT.
- Paediatric oximeter for under ones.
- Social 'drop in' opportunity, following on from wellbeing group – perhaps a role for Social Prescriber.

Try to build in evaluation and also links with local venues that could help with sustainability after this year's funding ends (e.g. Ascension church or possibly St. Luke's).

d. New retirement village of 91 apartments by Clapham South in catchment area.

Patient Group: How to increase membership? Help from GPs, circulation of Newsletter to virtual group, and put on website.

4. Goodbyes!

Dr Salt (and Dr Schofield in his absence) were thanked for all they have contributed to the Practice and given flowers and champagne.

5. Living Wills

Advice from the GP is to direct them to the Age UK document. Then have a one-off appt to check what they have signed up to in relation to medical implications. GPs cannot keep the document themselves, they scan an electronic copy and also put a Living Will code onto patient records.

Summary care record which is accessible by hospitals and GPs has access to this. Must check that you have not opted out of the Summary Care record. Social Prescribers may see advising about this as part of their role. Paramedics need to see a written record of the Living Will, so keep one on the back of your front door.

6. Education events: Suggestions - New Clinical Pharmacist to explain his role. Dr Schofield and/or Dr Salt to talk about their work with refugees.

7. Feedback from Battersea Patient Consultative Group:

Battersea Patient Consultation Group role is unclear in the context of Networks. Unsure how Networks will affect locality identity. Feeling that we will end up allied with Balham Groups.

- Outcome of consultation Re Junction Health Centre

If registered with a GP you can make an appointment. From July 2020 it will no longer be a walk-in centre. Transition for 6 months before walk-in option ends.

Some appointments available for Thurleigh Road from NHS 111. Homeless people can register with any GP practice.

8-8 primary care services will be highlighted.

- CCG Practices satisfaction rates

Each GP satisfaction rate is compared with Merton, Wandsworth and England.

- GP-Carer consultations

The Practice has a carers' register and works hard to ensure it is up to date and includes those who may not see themselves as 'carers'.

8. A O B

Next meeting: September 26th 2019

SS, KS, RS