

## Minutes revised 7/10

### Patient Participation Group Meeting Putneymead Group Medical Practice

Wednesday 14 September 2022 at 2pm.

#### Present

Victoria Diamond

Juliana Zinkin (JZ)

Christina Eldridge

Karen Archer

Sue Rolfe (chair) (SR)

Anouska Forte (AF) (P'mead Reception and patient liaison lead)

#### Apologies

Jane Eardley

Stephen Boley

Barbara Ibbotson

Philip Lewis

Ellie Ruddock

Mo Howley

David Zinkin

Leslie McDonnell

#### 1. Appointment System

AF explained that the current system was designed to operate in the most efficient way possible given the small team of reception staff. The team is small and it is proving difficult to recruit additional staff. Patients can book appointments around 2/3 weeks in advance via online forms for non urgent conditions. Two Duty GPs (with additional support on Mondays) handle over around 100 daily appointments each for more urgent issues. Patients can opt for telephone or face to face appointments and in some cases telephone appointments will lead to patients being called in for an appointment in surgery.

AF emphasised the need for patients not to ring on Mondays if at all possible when the system can get overwhelmed. Patients can get through fairly easily if they phone midweek.

#### 2. Continuity of Care

AF commented that it would be very difficult these days to see the same GP. Although this had been a previous goal, staffing rotas now made this virtually impossible. However those with long term conditions were being reviewed annually which was proving successful. The latter were being offered self checks also in the new medical pod for blood pressure, bmi etc: **SurgeryPod** – is a new facility where those with long term conditions in particular can check their blood pressure, weight, BMI, lifestyle, stress and anxiety levels

### **3. Patient Access**

AF said that the NHS had changed the use of this online system so that now patients can only use it for repeat prescription requests and checking booked appointments.

### **4. Auxiliary support – Physician Associates etc**

AF pointed out that there were a number of additional medical staff supporting GPs such as Physician Associates, Pharmacists, Physios and Nurses. Patients needed to engage with the idea that referrals to these staff helped streamline the service for everyone.

### **5. Management context – Integrated Care Board**

SR reported that Primary Care GPs were now under the auspices of an Integrated Care Board (ICB) covering a wider number of South London boroughs instead of the previous local Clinical Commissioning Group. The underlying management groups such as Locality and Patient Participation Reference Groups which had provided information and consultation on new and existing services had been scrapped. The only group which engaged with the new ICB was Thinking Partners – a wide ranging group made up from the voluntary sector representatives. Although patient reps have been invited to this group it is so large that many reps do not consider this would prove fruitful.

### **6. First Contact Physiotherapy – Those with MSK – joint, bone muscle, tendon issues – can ring for an appointment with a physio without doing a referral form. If necessary the physio can refer patients on.**

### **7. Putneymead patient group**

JZ said she had taken a good look at the website and found it very clear and communicative. All agreed that Pmead had lots to communicate with additional news imposed by NHS initiatives on a regular basis making it difficult occasionally to prioritise communications.

SR outlined ways in which the group could support the practice, particularly in improving communications. It was essential that the patient group section of the website be updated to encourage new members to join.

7.1 These minutes need to be added to the first and second sections together with an agreed date for the next meeting – Wed Nov 9<sup>th</sup> at 2pm.

7.2 The Patient group will produce a news sheet for the first section which could also have a piece about how to join the group, as well as information about how to post good reviews for the practice to boost morale, and how to usefully and constructively use PALS the complaints system at secondary care level to improve services for all.

7.3 The sign up section needs to have form link restored

7.4 The news sheet could also be printed to allow those not online to pick it up at receptions