

# **Glenlyn Patient Participation Group**

## **AGM held on 8 May 2018, Giggs Hill at 6.45 pm**

Present: Dr A Kapoor, Carole Tyrrell (GMG), Heather Leport, Karen Young, Richard Hodgkinson, Rosie Hodgkinson, Sue Hewitt, Jacquie Thompson, John Hugall, Paul Thompson, Malcolm Gosling, Helen Oakley, Wendy Wilson, Vicky Mitchell, Audrey Vail, Richard Vail

Apologies: Dr R Strickland, Joe Todd (GMG), Catherine Hazel.

### **Minutes of the Previous Meeting:**

The minutes of the previous meeting were accepted.

### **Resignations and Nominations:**

The following Committee members resigned from post:

Heather Leport (Chair)

Karen Young (Secretary)

Catherine Hazel (Committee member)

Michael Garms (Committee member) – presumably as not responding to emails.

Both Heather and Karen would like to remain committee members. Heather advised that, due to personal circumstances, she was not able to make the commitment required to continue as Chairperson. Dr Kapoor thanked Heather, and all the committee members, for their hard work and commitment over the past year.

The following PPG members have expressed an interest in taking up positions on the committee: Malcolm Gosling, John Hugall, Rosie Hodgkinson and Paul Thompson. Nominations will be discussed at the next PPG Committee meeting to be held on Friday 18 May at 1 pm, Giggs Hill Site.

### **Chairperson's Report:**

Heather Leport provided a Chairperson's Report (please see attached).

### **Report from Practice**

Dr Kapoor spoke candidly about areas where the Practice had had difficulties. Recruitment difficulties were highlighted together with the problems with the appointment system, especially in March 2018. The appointment system was currently under review and a change to the booking system would come into effect from 1 June 2018 (as the summer months were always slightly quieter and a good time to trial a new system). Dr Kapoor explained that receptionists had been told by clinicians that they should ask every patient for the reason for the requested appointment. This information

can then be entered into the computer system so that GPs are aware, before the patient came into the room, of the purpose of the appointment. The following new staff appointments were announced:

Mr Joseph Todd, Group Practice Manager

Dr Claire Badawi – GP trainee for 18 months

Jackie Grant – Admin Manager (new post)

Heidi Crombie – Reception Manager (new post)

The Practice is continuing with the recruitment and training of new administrative employees. Dr Kapoor advised that the Practice were currently also advertising and recruiting in various clinical areas.

Dr Kapoor also spoke about local and regional initiatives that were in the pipeline including:

- 7 day access for local GP services. Dr Kapoor advised that there is currently discussion taking place regarding having a 'hub' of local GPs to cover.
- The local 'out of hours' service is currently out to tender. The Federation (a group of GP practices which includes Glenlyn) are planning to bid for this. AK advised that by becoming involved in these services (both 'out of hours' and extended access services) local GP Practices will be able to influence how these services are run for local patients.
- 111 services are changing and it is likely that there will be a local Elmbridge 111 service (similar to the old ThamesDoc model). It is likely that paramedics will be undertaking home visits.
- Dr Kapoor confirmed that the local GP practices now have linked computer systems and this has facilitated with collaborations such as the locality paediatric clinic.
- Discussions are ongoing regarding the re-development of the Molesey Hospital site. A PID (a type of business plan) has been submitted to NHS England with the proposed schedule incorporating Glenlyn and the Vine surgeries, Molesey clinic, health visitors and a small hospital. If this were approved it would take place in 3-4 years' time. Giggs Hill site would remain where it is. The proposal is similar to the Surbiton model.

### **PPG Action Plan:**

- Assist the Practice with flu clinics.
- Assist with the organisation of educational events.
- Hoping to conduct a patient survey (specifically targeting pre and postnatal clinics).

- Produce a PPG newsletter.
- Assist the Practice with communicating/disseminating information.

Dr Kapoor agreed to speak with Sally, ANP from the Cardiac Team, and organise an educational event focusing on cardiac health.

### **Questions from PPG/Patients:**

#### **Would there be another paediatric clinic?**

Dr Kapoor advised that this would go ahead again if winter resilience funding was provided. It was likely that this would take place again, with the purpose of reducing the number of 0-15 year olds who attended A&E clinics, as it had proved hugely popular with patients. **Would it be possible to book appointments further ahead (could Glenlyn populate the appointments, for example, 8 weeks ahead in order for patients to book)**

Dr Kapoor advised that Glenlyn were currently looking into organising this. This was especially important, for example, for booking baby immunisations. Dr Kapoor also outlined the difficulties sometimes faced by the surgery and the reasons why appointments were not always added onto the computer system very far in advance. Dr Kapoor assured the meeting that the surgery were currently looking to rectify this.

#### **DVLA – correspondence to named GP**

All patients are allocated a named GP (as per NHS England guidance). However, it is possible for patients to book appointments with any GP and any correspondence addressed to a particular GP regarding a patient will be dealt with by the admin GP (rather than having to wait for the named GP to check correspondence).

#### **Is it possible for Receptionists to have information available to pass on to patients regarding the days specific GPs work?**

Dr Kapoor agreed to liaise with Joe Todd regarding preparing a guide template outlining which GPs worked on which day. This could be used as a useful 'guide' for patients wishing to book appointments with specific GPs.

#### **Date of Next PPG Meeting:**

The PPG committee will meet on Friday 18 May at 1 pm at Giggs Hill Surgery.

The date of the next PPG meeting will be decided at this meeting.

# **GLENLYN MEDICAL CENTRE PATIENT PARTICIPATION GROUP AGM REPORT FROM THE CHAIR**

**TUESDAY, 8<sup>TH</sup> MAY 2018  
GIGGS HILL SURGERY**

In February 2017 the current Patient Participation Group [PPG] for the Glenlyn Medical Centre Group was finally formed.

Both partners; Drs Kapoor and Strickland gave us a brief summary regarding the merger between both practices, how funding was changing, how the traditional relationship of GP to patient is changing, the difficulty in recruiting GPs and introduced us to the new general Manager of the practice.

In March 2017, a core group of 5 [the committee] was formed from volunteers representing patients from each surgery (Molesey & Giggs Hill) our Terms of Reference [ToR] and Constitution was finalised and signed (see attached). Election of officers took place and were agreed at that time.

Heather Leport was voted in as Chairman. Karen Young was voted in as Secretary. Other members voted in were; Catherine Hazel, Rosie Hodgkinson, Michael Garms and Paul Thompson was co-opted as a member.

It was agreed that the aim of the PPG is to:

- Offer patient perspective on the services provided by Glenlyn
- Improve communication between patient and practice management
- Encourage patients to take more responsibility for their health
- Provide practical support wherever possible.

Following this meeting, a lot of ground was covered 'finding our feet' and liaising with the practice over a number of matters including complaints, which were quite high at that time. There was a suggestion of a new web forum for the PPG to be able to communicate with patients. This web forum later proved to be too 'clunky' as it was a tool used and supported by the NHS but patients were having difficulty with this. We now have our own PPG email address to ease communication with patients and PPG Members, whether active or virtual.

The PPG have given considerable feedback to the practice and have been instrumental in a number of changes following which, the GP partners have been very receptive and made several changes which, amongst others included the improvement to the appointment system together with an online booking facility and a daily urgent care clinic.

The PPG also requested more training be given to receptionists so that they have a greater understanding of everything that happens within the practice. This was welcomed and is now an ongoing practice which has been further improved recently.

Some members of the PPG met with the practice's lead diabetic nurse, Janet Ridout and it is our intention this year to hold an educational event at the diabetic clinics and carry out a patient survey.

PPG members attended the Flu Clinics to make patients aware of the PPG and encourage them to join. We shall be assisting with the flu clinics again this year.

In December, Rosie Hodgkinson attended a NAPP Networking Conference which took place at the GMC, the details of which can be found in the minutes of 22<sup>nd</sup> February 2018 which are available on the practice website.

It was agreed that the PPG would have their own notice board and suggestion box at each surgery, the notice boards are now in place and we are just waiting for our suggestion boxes.

The PPG has also been successful in getting agreement from the GP Partners to reinstate the staff notice boards showing their photographs and qualifications. We also requested this be posted on the practice website too and since getting this agreement, we suggested the timetable of the clinical staff's working days and hours to assist patients in knowing who works when so that they can aim to phone for appointments at specific times rather than calling every day if they wish to see a particular GP, this has been recently agreed by Joe Todd, the new Practice Manager and the GP Partners.

We have also encouraged the updating of the practice information booklet which is being undertaken at present.

We continued to liaise with the practice and met regularly to devise an Action Plan for the year ahead.

We also saw the practice continue to try and recruit GPs and expanding to a multi-disciplinary team of clinicians throughout the year.

Our work with the practice continues and our action plan for the year ahead is to hold and support educational events in diabetes and cardiology, together with conducting patient surveys at a number of clinics.

I would like to thank all members of the PPG for their help and support over the past year. Without their help and support a number of improvements to our practice would not have taken place. We all hope to continue this good work and relationship with the practice management team.