

Glenlyn Patient Participation Group

Notes of Meeting held on 26 September 2017, Giggs Hill Surgery at 6.30 pm

Present: Heather Leport, Catherine Hazell, Paul Thompson, Rachel Foster, Wendy Wilson, Rosie Hodgkinson, Tony Jefferies, Shirley Martin, Anthony Pybus, Annette Gray, Marion Todd, Susan Dennis (PPG), Richard Strickland, Ash Kapoor, Hannah Davies, Heather Chatwin, Carole Tyrrell (GMC)

Apologies: Karen Young (PPG)

Minutes of Previous Meeting:

The minutes of the previous meeting were accepted with the note that the date for the next meeting was originally planned for 14/09/2017 (but subsequently changed to 26/09/2017).

Actions arising from previous meeting:

New appointment system:

Whilst summer is always quieter at the surgery, feedback is that the new appointment system is working well. There was discussion regarding the shortage of online appointments. RS explained that some appointments cannot be offered online (for example, nurse appointments vary in length depending on the procedure). RS/AK advised that it was hoped that the nurse appointments would eventually be put on the one week system of appointments but there would first have to be consultation with the nurses. RS explained that appointments are released each day and are available online, by telephone and in person. There is some flexibility within the appointment system (for example, GPs have the discretion to make adjustments).

There was feedback that the wait time for phlebotomy appointments was too long.

Telephone Message System:

Feedback regarding the telephone answer messages has been that the messages are too long. It was agreed that the message will be made shorter. RS outlined the difficulty with regard to keeping patients notified of changes and the challenges of communication for the Practice.

Agenda Circulation:

Heather Leport apologised that the Agenda had not been circulated before the meeting. HL advised that there had been a problem with the e mail circulation list and was in the process of pulling together an accurate distribution list.

PPG Web Forum:

Heather Leport, Karen Young and Gill Biju have met to discuss the PPG web forum. It has been agreed that the current forum is not user friendly. Gill Biju and Karen Young will work together to make it simpler for PPG members to use. Karen Young to update on this.

There has also been discussion regarding the possibility of text messaging and notifying patients of the PPG, putting a summarised version of PPG Minutes on the PPG noticeboard and the possibility of Karen Young and Gill Biju working together to produce a Newsletter.

Noticeboards:

Karen Young will liaise with the Practice and will produce biographies for all clinical staff and senior admin team members. These will be put on the website and also on a noticeboard at the Practices.

PPG meeting with clinicians:

Heather Leport reported that David Roskams had wanted the core group of the PPG to meet with clinicians/ANPs and possibly to meet with receptionists. It was agreed that the core group should initially meet with Gill Biju. A number of concerns were raised including the lack of confidentiality at the front desk (was it possible to have a room near reception where patients would have more privacy to discuss matters?) and admin staff training. AK/RS agreed that a meeting be organised with PPG core group members and Gill Biju to discuss further.

Meeting with lead diabetic nurse:

Heather Leport and Karen Young have met with Janet Ridout, Lead Diabetic Nurse. Diabetes is an area that would benefit from support from the PPG. AK suggested that one possibility could be that PPG members host a diabetes education event with Janet. This might focus on people at risk of diabetes, to help them avoid.

Coffee Morning:

The planned PPG coffee morning for parents / carers of young children has not taken place as yet but it was proposed that this could take place at the end of November (one at both sites). The aim is to engage a younger demographic in the PPG as the members recognise they are not currently representative of the wider patient community.

Update from Practice:

Dr Dotun Ajibade has now left the Practice. He resigned from the Practice as he was finding the commute too long and wanted to spend more time with his young family. However, he will continue to work for the practice as a locum. AK/RS advised that a new full time GP had been employed. The new GP is due to start work with Glenlyn on 17 October 2017. Two GPs will return from maternity leave in January 2018 and a new GP Registrar will start working for the surgery in April. The Practice are still advertising for another GP and have received a number of potential applicants.

The Practice will be holding Flu clinics on the following dates:

Saturday 7 and 21 October Giggs Hill Surgery 8am – 11 am

Wednesday 4, 11 and 19 October and 1 November Molesey Centre 1.30 pm – 5.00 pm

RS and HC explained that this year is proving challenging for Glenlyn as pharmacies are in direct competition with the surgery, received their vaccine well ahead of us and have already vaccinated several hundred of our 'At Risk' patients. As we have to order our vaccine a year ahead, this means we may be left with expensive unused vaccine. PPG members kindly offered to help promote the Glenlyn flu clinics by putting up posters in the local community.

It was agreed that the PPG would attend with the flu clinics to promote the PPG. Their assistance would be very welcome for meeting and greeting during the clinics. It was agreed that the Practice should prepare a 'crib' sheet of core messages from the practice.

Update regarding meetings with Gill Biju:

David Roskams has left the Practice and has gone to work for St Georges. Gill Biju is working with Glenlyn in the interim. Gill Biju is working with Jo Harding and is assisting with the review/restructure. Once the review has taken place, the Practice will implement changes.

As previously noted, the core PPG members have met and will meet again with Gill Biju.

Questions Received:

- ! There was a question regarding the yellow carers form and who has access to the information on this form once completed. Heather Chatwin advised that this form is sent to the Elmbridge Carer Support organisation. Jane Fox is the contact person at Glenlyn for carers. Patients who are cared for and are carers have this coded on their medical records.
- ! There was a query regarding the Practice protocol for contacting families following a bereavement. It was agreed that it would be inappropriate for the surgery to send out a standard sympathy letter to families. However, if a GP had had close contact with a patient the individual GP may choose to send a personal letter.
- ! There was a question as to whether it would be helpful to have a digital screen in waiting rooms displaying information/news from the practice. AK/RS advised that this was something they were considering and its location would likely be the main reception areas.
- ! Concern had been raised regarding the poor lighting in Glenlyn carpark. Carole Tyrrell advised that bulbs had been replaced in the carpark (as they were being taken) and the gardener had been asked to keep the trees/bushes cut back around the outdoor lighting.
- ! There was a query regarding waiting times for physiotherapy. RS advised that this was a CQC issue.
- ! There was discussion regarding the future plans for Molesey Hospital. RS/AK advised that this site was managed/owned by NHS Property Services. RS advised that there was an open meeting being held at 2 pm on 11 October 2017 at Imber Court to discuss Molesey Hospital.

Complaints:

There was discussion about whether it would be helpful for the PPG to have 'comments/complaints' boxes at the surgeries. This was felt to be problematic due to confidentiality issues.

Any Other Business:

There was discussion regarding the online pharmacy service 'Pharmacy to You'. The correspondence from this company contains the names Dr Strickland and Dr Kapoor and can be misleading for patients as it gives the impression that Glenlyn have endorsed the

service. AK/RS advised that it was not possible for them to prevent the distribution of publicity containing their names. However, encouraging patients to support the local chemists would be possible.

The date for the next PPG meeting was set for Tuesday 9 January at 6.30 pm, Giggs Hill Surgery.