

The Jenner Practice

**NOTES OF PATIENTS' PARTICIPATION GROUP (PPG)
MEETING HELD ON 10 JANUARY 2018**

Present: Peter Clark (Chair), Julie Dennison (Practice Manager), Gurbakhsh Garcha, Marie Gingell, Barbara Greenall, Neil Sherringham (Secretary), Donna Warenik, Dr Andrew Warsop (Practice GP).

1. Welcome and Apologies - All welcomed and introductions made. Apologies for absence received from: Dr Richard Johnson (Practice I.T. Lead), Anna Layman, Dawn Leonida (Practice Systems Lead), John Warner.

2. Notes of Meeting Held on 1 November 2017 – Agreed as a correct record.

3. Matters Arising, not on Agenda

a) Feedback from Lewisham-wide Patient Participant Group – Thanks for attendance received, and slides sent through (technology didn't work on the day); these to be forwarded to Jenner PPG members. However, no real feedback received or summary of participant feedback, so no real idea of how comments will be considered/acted upon, if at all.

b) Altogether Better - Julie reported work with Southbank University continues, looking at the process of how patients contact the practice and who they see if they want to make an appointment. All staff have been trained in signposting to the most appropriate person - GP/Pharmacist/Nurse; many don't actually need to see a GP. Diary study (all staff record contact with patients for a week) being repeated next week, with different questions, with aim of further improving service. Also to consider patients who leave reception queue before being seen. Some PPG members volunteered to sit in reception area for a couple of hours each morning to count any people who leave. Self-help groups being further considered; dementia group starting up.

c) Closure of New Cross Walk-In Centre - John W attended 'consultation' meeting on 9 November, but decision to close doesn't seem to have changed, although closure date moved to end of March. Our letter had not been seen by senior staff, and appreciated John passing on a copy. Next meeting about the walk-in centre is on Thursday, 8 March 2018, 10.00am-12.30pm, with a Public Forum Session from 9.30am. Meetings take place at Cantilever House, Eltham Road, SE12 8RN.

Further details on Care Commissioning Group (CCG) website:

<http://www.lewishamccg.nhs.uk/Pages/home.aspx>.

Andrew W reported Lewisham Winter Assessment Team, which provides a really useful service of advanced trained nurses providing home visits, is being ceased by the CCG, without any consultation. This service has enabled GPs to visit patients with more complex needs and also to visit more often housebound patients and the loss of this service will make this more difficult. The Jenner Practice had sent a letter of objection.

A question was asked as to whether there were any changes planned for SELDOC; none was known.

d) NHS Choices - Much more positive comments received than previously; responses made quickly, which has helped.

e) EMIS - Julie reported that as with any IT system, some hiccups, but generally working OK, and certainly a better system than old system, particularly as data can be shared. Still need to encourage patients to sign up; Receptionists assisting where patients struggle; to date 3,263 are signed up, which is 23% of registered Jenner patients. Of those 3,263 patients, 714 have not completed the registration process.

4. Self-Help Area - Group had met prior to the meeting to look at the Self-Help Area; some out of date notices removed; suggestions for further signage and leaflets/posters, e.g. alcohol issues, details for Citizens Advice Bureau, Voluntary Service Lewisham, Green Man; further encouragement for patients to sign up for EMIS and Jenner website; additional computer to be installed for patients use to access health and community information.

5. Patients' Survey - Deferred to future meeting.

6. Future Meetings - Topics and Issues/Widening Membership of PPG/Arrangements for March Meeting - Need to ensure agenda items are relevant, particularly for young people/parents, to attract wider participation; include updates and information on what services are available, e.g. self-help groups, and what could be developed; important to hear what people have to say; feedback from Lewisham CCG ; feedback from diary session; afternoons are better for GPs to attend, but need to finish before 3.00pm so parents can get away to collect children from schools. For availability reasons, **next meeting moved to Wednesday, 14 March, 1.30pm for (ideally) an hour.** Pre-meeting to plan for PPG to be held on 21 February at 6.30pm, which should last around 30 minutes. Julie to produce 'next meeting' information poster.

7. Any Other Business

a) Complaints - A question was asked about whether complaints about the Practice were examined. It was confirmed that the practice respond to all complaints and in addition hold monthly complaints meetings to discuss complaints and look at trends

b) Age-related Medical Issues - Question whether what used to be checked at various ages, e.g. prostate and blood tests were undertaken. Informed there are some age related health checks, e.g. colon cancer test were undertaken, but these days, blood tests for prostate cancer was proved to be an inexact science, and actually, a significant number of men live with prostate cancer for many years. However, there is a checklist on the computer system, e.g. smear tests, so that if a patient presents and hasn't had had a particular test, then a reminder presents.

8. Future meetings 2018 - Dates agreed: Wednesdays, 14 March (afternoon meeting), 2 May, 4 July, 5 September, 7 November.

Meeting ended 19:45