

Meeting:	Patient Group Meeting
Date:	19.9.16
Location:	Seminar Room
Chair:	Farina Ahmad

Notes:

Present: Brian, Jagdish, Lynne, Joan, Sue M, Mustafa, Farina

Apologies: Sheila Carr , Tim Haigh

	<u>Agenda item</u>	<u>Discussion/Requirement</u>	
1	Apologies	Sheila Carr and Tim Haigh	
2	Sue Merner	Introduction of Reception Manager, Sue and New Member – since end February 2016. Background information. Sue has been Head of Reception in one of her previous roles.	
3	Matters arising from last meeting	New clinical nurse rooms are in use.	
4	Latest Practice developments and achievements	<p>Generic email created friendsofnorkclinic@nhs.net by Farina – patient survey can go on there at the time.</p> <p>Storage of medical records becoming a problem. The surgery is thinking about sending patient medical records off site. The practice has been Paper light accredited for past 7 years but this has not helped in anyway to reduce the number of paper records being received. We are in process of getting quotes. Or the alternative option is to use the garage as further storage of medical records by making it secure and watertight. Some other local practices have already sent their records off site however there is an annual storage fee and access fee depending on list size. We can try to apply for a grant for this. Most practices can transfer patient medical records electronically via GP2GP which avoids having to wait for the paper medical records(takes up to 6 weeks). But not all practices have signed up for GP2GP where</p>	

electronic records are transferred to new Practice. Eventually this will happen & this will also reduce the number of medical records being received in paperform.

The practice has signed up to NAPP (National Association for Patient Participation). We need to be proactive in getting new members for this PPG. Advertise for more members of the PPG through posters. Information leaflet re: Flyers to be given out in reception, who we are, what are our objectives, technical points, we are seeking new members, etc. Please see Sue Merner on Reception for more details and register interest. Brian intends on getting far more active over the next few months. Group needs from Farina – breakdown of age, orientation of current patients to show if the surgery is becoming younger/older. It has relevance as we need younger members for this group. Suggest via the website – energizing the group, introduce focus groups, lectures. BK suggested a sub-group of 2/3 to attract more people to the PPG and give out leaflets at flu clinic perhaps. Consider if there are any athletes registered at the surgery that could give a talk? BK possibly for the future talks. Joan suggested having individuals who have an interest in specific topics or services to come not necessarily on a regular basis to a PPG. To look into ways of facilitating that.

BK asked to use the seminar room & get company to sponsor for future talks

Points from other PPGs – how they found it? Some sort of event as an incentive for someone to come and sit for an hour and a half. Joan said people are worried about the burden and coping with participating. Discussion about a goodie bag as an alternative method of attracting patients to the talks.

Words on the website regarding the AGM: “come along, PPG members will give a brief talk”. We are always very keen to encourage people to join the PPG.

Streetlife Nork newsletter- maybe not just for Nork Clinic patients. Doctors should ask patients but this has been tried & tested and very difficult for the Dr to ask the patient during their 10min consultation

Agreed to create PPG leaflet / flyer to put at reception, highlighting key points of what the PPG does with an eye catching poster to attract new members.

CQC – Follow up visit in April of this year – all ratings now Good. ‘Safety’ improved from ‘Requires improvement to ‘Good’ where child safeguarding and fire risk assessment complied with. Overall Practice CQC rating still remains ‘GOOD’. The CQC report can be found on our Nork Clinic website.

Update on GPs working at the Practice.
Dr Khoory (2 days a week) and Dr Waitt (Mon only) are now salaried Drs.

Dr Salim – sessional locum cover.

0844 telephone number is no longer in use – letter headed paper and templates changed.

Phlebotomy service cancelled currently. Walk in service at Epsom (8.30am-5pm), St Helier (8.30am-5pm)_ and Sutton (7.30am-12.30) Hospitals. Meetings are being held to re-start this service again in the Surgery, so awaiting to hear back. Should be imminent. We are very fortunate to have CK as our healthcare assistant to offer phlebotomy clinics as some practices have no HCA.

ST2 Drs – Dr Wong and Dr Pang are in clinic from August to December 2016

GP Hub appointments (late evening(6.30pm-9.30pm) and weekends (9-2pm)) have been available at the Derby Medical centre (Epsom) and Leatherhead Community Hospital since October 2015. These GP Hub appointments are bookable by our Receptionists for our patients to attend to see a GP within our Surrey Downs locality. All GPs at the Hub have access to the patient’s medical records using EMIS. Other surgeries, including Nork, have expressed an interest in holding similar clinics here at Nork for Monday- Wednesday & Saturday. This is expected to start from November. This way we can offer appointments after surgery hours to our own patients who will find it easier to attend their local surgery, especially patients with young children and the elderly.

Nork clinic will be offering non-urgent ECG investigations for our own patients soon. Our nurses and HCA have received the necessary training and we are waiting for the Tecmed software to be added at the Practice.

		<p>Decision on whether to keep attending Patricia Wilshire PPG meetings. She has now resigned as Chair of locality CCG. New appointment made. BK is still keen to keep attending the locality PPG in the future, as we may be able to gain ideas from other practices.</p> <p>Flu clinics – 1,500 letters for over 65's and 620 letters for at risk patients have been sent out. Clinics start 26/9. Saturday 8th and 15th October.</p>	
5	Feedback from CCG PPG meeting	Scheduled for March 2016 but cancelled night before.	
6	Practice survey 2016	Due February	
7	AOB	BK mentioned an article he read where funding has been earmarked for General Practice	
8	Date of next meeting	6 th February 2017 at 5.30pm	