

MINUTES OF PARCHMORE PATIENT PARTICIPATION GROUP

MEETING ON THE 25th April 2017.

- 1.0 **Chairman:** welcomed members.
- 2.0 **Apologies received:** Tom, Pravin Kapadia, Cllr Matthew Kyeremeh, Alan Mills, Frances Meer
- 3.0 **Present:** Mukesh Patel (Chair), Leona Hunte, Ayaz Ahmad, Brian Dickens (Practice Operational Manager), Mohan Dhamrait (Secretary), Raj Rajendran, Beryl Tuppen, Westley Byer.
 - 3.1 **Observers:** Bill Gregory (0208 689 3339/0731214628), Luke Ernest (07712286007) Both did not attended
- 4.0 **Minutes of meeting 29th March 2017:**
The minutes were approved.

5.0 Matters Arising:

The committee thanked and congratulated **Brian** for successfully obtaining funds for community engagement programme, well done Brian this programme will be of great help/benefit to the local Thornton Heath community .

The Croydon CCG Diabetes team provisionally agreed to give talk to PPG committee on 26th April meeting has now been cancelled. Jill Anderson CCG diabetes Team will now come during the PPG awareness and give talk on the Diabetes Transformation Programme and The latest National Diabetes Audit figures for Parchmore. **ACTION : Mohan S Dhamrait.**

- 6.0 **The April 2017 Report from the PMC management on Practice & GP news the Annex1 gives full report:** There is great difficulty to fill the GP posts; a meeting with the NHS England will be arranged soon after the General Elections. The management is looking at improving on the existing telephone system, a meeting has been Opus. Brian is also examining to get funding from some other sources. New TV system likely to cost approximately £3000.. **Action Brain/ PPG Committee**

- 7.0 **Work Plan 2016-2018:** The revised work plan was discussed in details and approved; **ongoing.**

8.0 Approval of the Revised Terms of Reference

The Revised terms of reference were approved by the committee, this terms of reference will have to be approved at next AGM the Members

- 9.0 **PPG Awareness Week Monday 19th to Friday 23rd June 2017:** The committee agreed to setup the Steering Group draft the programme for the week first meeting of the Group to take place on Monday 8th May 2017.

- 10.0 **Correspondence:** NAPP E- Bulletin for March 2017 was circulated to the Members: In the first step towards roll out across the all NHS premises, NHS wi-fi is to be installed in 991practices across the England by 31March 2017 and patients will be able to access the internet free of charge in their GP waiting room.via smart phone or tablet. The committee fully supported this programme and asked Brian investigate the of installing the wi-fi at PMC **Action Brian**

11.0 Any Other Business: after some discussion the PMC/PPG anonymously agreed to recommend to the CCG to **adapt the findings** of the ,”Understating attitudes to diabetes amongst the South Asian communities of Thornton Heath” in the CCG work on the diabetes. This important finding should not be allowed to gather dust: **Action Mohan**

9.0 Date of Next Meeting: next meeting with the Partners **Wednesday 31st May 2017 at Beulah Wing 1900-2000hrs**

Annex1

PPG MEETING 26th April 2017 THE PARCHMORE GROUP – News

- 1. New Staff : We have appointed no new staff this month**
- 2. Meeting with NHS England**

As all are aware the main issue that has been having a major impact on the group for a long period of time has been the inability to cover GP and NP vacancies. With this in mind we will be meeting with NHS England , the LMC and hopefully the CCG on the 20th April to try and let know the the impact this is having on us at the moment and how we are continuing to try an function and continue to provide a service to our patients under severe pressure.

The key points are:-

- Currently carrying 3 whole time equivalent GP vacancies at present with more come
- Nurse Practitioner 1 Fulltime vacancy
- Increased patient list Size 12,800 (2010) 14,300 (2017) (PMC)
- Increased appointments 43,000 (2010) 67,000 (2017) PMC
- Alongside this we have the care home cover and increase at both HP and SN in patient's size

We will update all at the meeting in regards to outcome and any next steps

- 3. Telephones**

Another major issue has been the on-going saga in relation to the Opus telephone system. We are all aware of the impact this has been having mainly at PMC and SN. It has got a bit better but we have still been experiencing problems with the phones crashing and losing calls. It was interesting to note that when we attended a recent network meeting we found out that other local practices (who have a contract with Opus) have been experiencing the same issue.

We met with Opus on 6th April (Andrew Woodger National Accounts Manager) and presented him with the list of issue we have had along with our view that unless we could resolve these we would need to look elsewhere.

- 4. The following actions were agreed to be taken and progressed:-**

5. The complete overhaul of the current system (this is due to be carried out on the 22/4)
6. The production of a report following this, detailing what has been done and any issues
7. A follow up on what best options are and any recommendation from Opus
8. Decisions to be taken by us internally following your advice and direction

9. Complaint/Compliments

Number of patient written complaints received in March was 1

Type of complaint	Theme	Completed	Learning Points
Admin	Complaint from a patient around receptionist and lack of appointments	Letter sent to patient apologising and explaining that the receptionist had been spoken to and around the issue we are having in satisfying patients demands for appointments	Learning was around training for receptionist. Also internally we are now looking at what alternatives we have around the appointment system ensuring that information was updated at the practice

10. Community Engagement Programme:

As part of the GP's Forward view and as good practice we have been looking at how we can develop a community based programme and look to change patient's behaviour around their health self-management. At a recent Thornton Heath Network meeting it was noted that there could be the possibility of some additional funds around innovation and ways to reduce the increased burdens of practices. One of the suggestions was the introduction of a scheme to reduce patients dependency on practices along with a programme around social prescribing (the ability to prescribe to community provided services and healthy lifestyles, amongst others). The approach has to be a whole network on. A draft paper has been written and circulated. A presentation was made to the group and they have adopted the proposal which will go to the CCG for sign off.

11. The main aims of the programme would be around social prescribing and reducing patient's dependency. As a precursor to this we applied to a local community chest available for local community projects. It was agreed that we would apply to seek to fund health classes for the older age group in our areas. We are delighted to say that we have been successful and we are ready to start the classes.

We will be operating out of three local community venues:-

- St Pauls Church: Stretch Class
- Parchmore Centre: Exercise Class
- Age UK Croydon: Ballroom Dancing Class

12. We have organised a roundtable of all partners to be held at the practice on the 25th April at 12.30 to discuss this and the wider network programme.

13. Patient Participation Awareness week : PPG meeting: 13th March

We need to discuss where we are on this as I am still awaiting people to come back to me and there is some help needed. We can also progress on the initial publicity.