

Hartland Way Surgery

Dr D A Gardiner
Dr A R Ingram

1 Hartland Way Shirley CR0 8RG
Tel 020 8777 7215 Fax 020 8777 7648



Rena Amin
Clinical Associate
Jill Salvidge
Practice Nurse
Susie Prior
Practice Manager

HARTLAND WAY SURGERY **PATIENT PARTICIPATION GROUP MEETING**

MINUTES OF MEETING HELD ON 19 JANUARY 2017

Attendees: Dr Ingram, Dr Gardiner, Rena Amin, John Kingdom, Robert Goldsmith, Michael Mansfield, Helen McMullan, Derek Ritson Susie Prior

Apologies: Eric Green, Kirstie Smith & Avtar Aydee

In attendance: Ronak from McCoigs Pharmacy

1. **Welcome and introductions**

Dr Gardiner opened the meeting and welcomed Ronak from McCoigs.

2. **Apologies noted from non-attendees**

3. **Conflict of interest:** None

4. **Minutes of the last meeting:** approved

5. **Matters arising from last meeting:**

- RG sharing good practice – the Bromley Diabetic team have taken over the running of the local diabetic group. More active now. Talk of hubs for diabetic treatment – proposed but no further news.
- DR confirmed that the article on antibiotics will go into the Spring edition of the MORA Newsletter. He will also ensure it goes in the SPAN newsletter.
- JK reported receiving emails from the National PPG which he would bring to the next meeting.
- Extended hours Currently doing more than expected. New 8.00am to 8.00pm availability being specified by Government. It was felt that there was not much demand for this, but it was being rolled out. It does not form part of the PMS contract and the CCG have commissioned a new service to get around having to do a new contract. Service will be provided by locality rather than surgery. The providers of the Shirley and Woodside location not known yet, but will be advertised when finalised.

- DR asked about list size and whether surgery could accommodate more patients. DAG advised that whilst list has grown, there is still capacity. DR reported that there has been lots of planning applications for flats and that the waiting list for services such as GPs were often given as an objection to granting the application.

6. Patient Waiting Room Survey

Done for two months; not a huge response. It was felt that patients are often fatigued at the amount of surveys they are asked to complete. The results were generally good:

- Q1 – On the day appts – generally good although always room for improvement
- Patients happy to see whoever – an indication of good GPs
- Reception staff – excellent
- Speed of prescription service – excellent
- Hours available – a good response
- Health needs being met – happy
- Cleanliness of the Practice – happy
- Multiple health problems – Mostly excellent
- PPG contact opportunities offered but generally not taken up
- Carers – not always a good response – RA reported that a carers register had been set up in order to try and offer more support to carers
- Overall people were generally happy with the practice and its services

Do the questions need to be changed? JK responded that the number of respondents mattered more than the questions asked. Agreed that surveys could also be given out at pharmacies. Ronak offered to give them to HWS patients when they cashed prescriptions, this may increase the numbers responding.

ACTION: SP to post responses/charts on the surgery website.

7. Community Pharmacy Services

- McCoigs carry out health checks for 40-74 yr olds which include BP, cholesterol, diet, lifestyle, family medical history. This information gives a cardio vascular risk score for heart attacks or stroke. Depending on the score recommendations will be given for the patient to see their GP.
- They do private diabetic screening at a cost of £10.00
- Pharmacy First available for those who don't pay for prescriptions. They can give non prescription medication for certain conditions.
- Free delivery of medication offered to housebound patients. They also collect prescriptions from GPs.

- Sexual health screening – emergency contraception and chlamydia screening for 15-24 year olds.
- Flu jabs – are available via the NHS for those eligible and privately for those outside the NHS criteria
- Smoking cessation – Currently still providing this service, but Croydon are stopping this at the end of the financial year (end March 2017).
- The services provided are won via a bidding process with those who win not under threat of closure. There has been an NHS pharmacy budget cut. Now operated via quality payment criteria; do work and get paid – payment no longer based on volume of prescriptions.
- Pharmacy staff all have to be 'safeguarding' aware and also often have dementia friends/awareness training.
- RA asked if McCoigs would do BP checks on those patients who don't come to the surgery. Ronak confirmed that they could do this.
- RA asked if McCoigs could show patients how to use the new combi inhalers and inform the patients that the decision to change inhalers was led by the CCG and not the Practice. Ronak confirmed that this could be done.

ACTION: RA/SP to provide ad hoc list of those requiring BP checks to McCoigs
McCoigs

8. Healthy Living Event

The Practice is keen to run either an event or series of events to promote healthy living/self care/living longer with long term conditions.

Initially it would be a pilot scheme, but could run more frequently if popular. It was suggested that emails could be sent to see if patients were interested. Generally, the PPG felt it was a good idea.

- Could be advertised through MORA/SPAN
- Pharmacy Poster too
- MORA doing a drop in February so could be included in that

The nature of the event would more than likely be some sort of Pop In; or a Park walk in warmer weather, to be held on a Wednesday lunchtime with various speakers throughout the year, although not necessarily at every session so that people could meet and chat amongst themselves.

ACTION: SP to create a flyer for the first event and to liaise with RA regarding speaker

9. Any Other Business

RA & MM will be speaking at the Pharmacy Congress in May promoting the role of Pharmacists in GP Practices and Long Term Conditions.

Next Meeting – 20th July 2017 – TO BE CONFIRMED

Action log:

	Actions	Rationale for the action	Responsible member
1	To post the responses and associated charts from the Patient Waiting Room Survey on the Practice Website	Gives patients the opportunity to see how others view the Surgery	SP
2	To provide an ad hoc list of those patients who need BP checks, but who do not attend the surgery very often, to McCoigs Pharmacy	To assist the surgery in monitoring the BP of those patients who do not attend the surgery. To provide additional flexibility to those patients	SP/RA
3	Create Healthy Living Event/ Pop In flyer	To engage and encourage the local community to attend	SP to draft