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## Patient Participation Group Meeting

**Date of meeting: 22 August 2013**

Attendees: Dr A Ingram  
Rena Amin  
Dr Alan Gardiner  
Susie Prior  
  
Mr Eric Green  
Mrs Susan Metcalfe  
Ms Helen McMullan

Apologies: Mr John Kingdom

Key Discussion Points from the meeting:

1. **Referral Triage:** Early signs of the project do not highlight major issues and fairly well accepted by patients
2. **Practice Budgets:** Despite significant system pressures, the practice has managed to remain financially stable and is not overspent on its allocation. It was shared that significant trends in either over or under-spend positions, are not ideal. The current practice position highlights that the year end budget position is what the commissioner's expect from the key performance indicators set.
3. **New Opening hours:** Positive feedback has been received from patients due to the extension of the practice's opening hours.
4. **Website:** Practice website is now officially live and can be accessed at: [www.hartlandwaysurgery.co.uk](http://www.hartlandwaysurgery.co.uk)
  - a. PPG members were requested to take an active role in reviewing the contents on the PPG folder or any other amendments necessary on the website
5. **New developments:**
  - a. Telehealth: New service which will use the user's mobile as a connecting mode
  - b. Full details of the roll out are not available as yet
  - c. It will initially cover hypertensive patients who meet certain criteria as set in the DES
  - d. PPG members identified some rate limiting use by some the elderly patients
6. **Patient Survey:** PPG members were given a draft survey form and comments have been invited for any additions/deletions. Once the comments are received on 30 August, a final version will be forwarded to SP to implement the survey. This exercise will last for a period of 4 weeks and analysed. NHS choices is another website where patients/public can provide constructive feedback. PPG members are requested to encourage patients to use this forum. PPG members are reminded that patient confidentiality is upheld at all times. They serve the function of patient advocacy but confidentiality remains paramount in all discussions and deliberations.
7. **Practice Prescribing Update:** Similar to the practice budgets, the medicines management profiles for the practice look equally outstanding. The practice is one of the top practices in prescribing profiles according to a review report from NHS Croydon CCG. This is upheld by implementing cost effective, evidence based medicines, adherence to

local and NICE clinical guidelines and technology appraisals where clinically appropriate. PPG members suggested that those patients who are affluent and can afford to buy certain medicines OTC, should be encouraged, however the practice response was that under the NHS Terms of Reference we cannot direct patients to purchase treatment privately when they are under the NHS care. If patients willingly do so, then that is acceptable. Medication reviews have to be comprehensive thus to record OTC treatments to minimise drug-drug interactions. PPG members were informed that those patients who opt to have private treatment must be prepared to pay for their entire episode of care and not just certain elements.

8. **Practice Profiles:** This data provides an overview of 12-13 snapshot for the practice. Clinical, patient focussed and organisational indicators are benchmarked. PPG members requested a copy for further perusal. Practice Manager to print a copy and forward it to all members. The summary of the profile suggested the following areas in need for improvement:
  - a. Smoking cessation services
  - b. Lifestyle advice for patients who are hypertensives
  - c. Offering long acting reversible contraceptives to women who need contraception

PPG members and Practice team discussed various solutions for the gaps mentioned above.

9. **CQC update:**
  - a. Nomination of the PPG group Chair and a deputy: Mrs Susan Metcalfe was nominated as Chair and Mr Eric Green as a Deputy
  - b. The role of PPG at the forthcoming CQC was also shared with the members and a document from CQC stating their functions was provided at the meeting.
  - c. Chair and the deputy will have to make themselves available at short notice (approx 48 hours) when CQC announces their assessment visit for the practice. Both agreed to be available.
10. **Any other business:** PPG members raised query on the role of NHS Health Checks following recent media coverage. Practice members reported that we are undertaking and offering to all who are eligible but the uptake is variable. A discussion was held to increase the membership. PPG members will inform the practice how they plan to do this. PPG members all agreed to consider an invite to NHS Croydon CCGs, Quarterly Patient and Public Forum meeting on 11 September 2013. Details of the event including venue details and timings were cascaded to all members. An update from them following the meeting was requested by the practice.
11. **Date of next meeting:** to be confirmed after the Practice Patient Survey results are analysed.