

Shotfield Medical Practice Patient Participation Group

Minutes of the meeting held on Thursday 31st March 2016

In attendance Sarah Kavanagh (Practice Manager) NF (Chair); CL (Vice chair); KC; JG (Minutes Secretary); LJ; FS; PH

1. Apologies

AK.

2. Minutes of the last meeting

The minutes were accepted.

3. Update on the proposed Merger and combining PPGs

SK updated the PPG on the merger which has been postponed for another quarter due to IT issues. It will go ahead on 30th September with the Beddington Practice closing on 29th September.

Beddington PPG members will be invited as guests to the July meeting and it is proposed to explain our Terms of Reference, Ground Rules and other documents to them; for SMP PPG officials to continue in post until the end of 2016 with elections for combined PPG being held in January; and to review the membership of the combined PPG and who will be the representatives on PRG. One Beddington member currently sits on the PRG.

4. Update on website and launch of new site

SK thanked members for their contributions and informed the meeting that the new website has been launched with current content migrated to the new site. The screen content will be reviewed at the next meeting. Once merger has taken place further modifications may be needed.

SK provided a copy of the A6 information card which accompanies the launch.

PH informed the meeting that a recent survey from HealthWatch Southwark set out a number of criteria for good websites such as information about where to go when the surgery is closed which the new website contains.

SK has reviewed the information available for new registrants and will send NF a copy of the new consent form and the information being handed out. [This is available online]

Ways of publicising the website and encouraging patients to register were discussed including handing cards out with repeat prescriptions and blood forms, PH will ask CCG what publicity they will be sending out.

PPG will man a helpdesk in reception for two weeks beginning 18th April. NF to collate members availability and prepare a rota. [Postponed until the Practice is ready]

FS asked how far the medical history goes back and whether patients details are removed on death. [SK has investigated and can advise there should be at least 5 years history available and has also found inactive patients are not routinely deactivated from online access however the practice is now taking steps to do this routinely when a patient leaves or dies]

5. Sutton Uplift and mental health services

CL informed the meeting that staff turnover at Uplift was high and she had had a very negative experience dealing with them. PRG members were asked to find out more information.

The minor ailments scheme was also discussed and concern voiced about prescription costs potentially being higher than over-the-counter price. [SK has investigated and been advised that prescribing costs relating to the minor ailments service do not come from the GP budget but from a specific central budget.]

KC also informed the meeting of the proposed closures at Springfield. [Since advised that this should be raised at next PRG not PPG]

6. AOB

FS raised the issue of return of District Nurse files once a housebound patient has died. [SK has investigated and arrangements are now in place for the DN team to collect these on a regular basis from the surgery]

Method for recycling unneeded crutches and wheelchairs.

Cost of missed appointments. SK to provide some stats on missed appointments at the next meeting.

7. Date of next meeting

Wednesday 25th May at 4.30pm.

The next PRG meeting will be on 11th May focusing primary care services. NF will attend together with KC and PH.