

GREENSIDE GROUP PRACTICE
MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING
MONDAY 8th OCTOBER 2018

Present : Jane Passfield (Practice Manager), Paul Dancy (Chairman), Susan Horner, Sandra Bryant (Minute Taker)

Apologies for Absence: Apologies from Jonathan Bell

Minutes of Last Meeting : Approved

Matters Arising:

Sue explained that she had been misinformed by CUH over her concerns that the walk in Emergency appointments had been stopped.

Physio update:

The Physio contract has now been awarded to a company called Connect with a contract for 5 years.

Social Prescribing:

A speaker from the East Croydon Network was due to give the group a talk About Social Prescribing, unfortunately he did not turn up. Jane is going to follow this up and try to get him to the next meeting.

Practice News:

New Registrar:

Dr Cowdry is the New Registrar in the practice until February 2019.

Dr Chan will supervise her during this period.

New Reception Staff

The practice has recruited 3 – 4 new reception staff and training sessions have been set up for them.

Paul and Sandra both commented that the receptionists were very polite and helpful.

Flu Update:

This year there are 2 different types of flu vaccine – one for the under 65s and one for the over 65s. The practice is currently waiting for the next batch of vaccine to be delivered for over 65s.

New Computers:

The practice is having a new computer system installed around the 27th November
And computer training is being put in place.

Any Other Business:

Sue commented that the press had stated that the surgeries would be opening at weekends. Jane explained that individual practices would not open but two options were being considered:

- Hubs are already set up in New Addington, East Croydon and Purley areas where patients would be seen by a GP.
- Groups of practices in Purley, Woodside and Shirley, Thornton Heath areas already have extended hours access and this would be set up in the remaining networks soon. The number of appointments for each day would depend on the GP's list size.

Paul wanted to know how mass appointments would work. Jane explained this is called Group Consultations. A Couple of years ago Country Park had set up a pilot scheme. Sessions were weekly and for patients who had COPD. It was important that patients with the same condition were comfortable talking in a group. A GP attended the last hour of each session to answer any questions. These sessions did not stop the patients from getting individual appointments with a GP, but there were a lot of benefits, as patients became friends and exchanged telephone numbers and conditions. The group consultations were clinically led and worked.

Attendance

Paul asked if there were any changes in the DNA figures now the patients were getting a reminder text sent to them. Jane explained that figures were down slightly.

Date of next meeting:

10th December

