

## **PPG Meeting minutes – 24 Feb 17**

**Attendees:** Alison Watson  
Robert Gurd  
Ann Smith  
Jill Morris  
Brian Anderton  
Susan Gurney  
Moir Black  
David Jenkins  
Roisin Holden  
Owen Grainger

**Apologies:** Anne Copp  
Emma Hayter  
Jean Rowe

Sangeeta Kathuria (Manager and Chair of meeting) (SK)

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Thank you for all the members who were able to attend the meeting this evening. It was great to see such a good turnout.

We firstly discussed some points from the previous PPG meeting to see the status of works

- **Bike stands** – Sangeeta explained that we are still waiting to get some feedback from the council about the stands and Jill mentioned that she will try and push this along or speak to someone at the next ward forum meeting and get back to us.
- **Skype consultations** – we are going to run a 2 month pilot with Dr Mendes da Costa hopefully to start ASAP .Sangeeta needs to formulate a consent form and then we can start offering this to patients. David Jenkins suggested we inform patients to get headphones which can be bought at the pound store, so as to keep conversations private. Sangeeta will need to look at a package of care for the provision of this service
- **INR anti coagulation testing** for warfarin patients – Sangeeta explained that the surgery did an internal feasibility check to see if this service can be provided in-house and it's not something that is going to be cost effective. We have therefore decided not to go ahead with this. We have a very small group of patients (18)that need to be tested and the cost of the needles and numerous calibration checks are too great compared to the amount of people we would be looking after
- **TV in waiting room** is showing a lot of services and information and patients have commented positively on this. Sangeeta said that if anyone has any new information that they would like her to add to the screen to please email her. One patient brought in new information for

a sexual health clinic in Hammersmith on the NHS which was very helpful and will be put up on the TV.

- **Seating** – Sangeeta explained the cost involved in getting a whole new set up is expensive. However in the meantime since the meeting took place, Sangeeta has tried to alleviate the problem by putting up cushions in the waiting room seating area. We hope this will be of some support to the patients.
- **Online appointments** – there doesn't seem to be any problems here but Owen Grainger did mention that the reception staff need to look at the messages that are put in when repeat medication is requested as this is ignored or not read. Sangeeta will discuss this at the next practice meeting on 24 March 17.
- **Steroid injections** – we do not offer this service in house and we refer patients to the local surgeries in the community for minor surgery to do this.

We then discussed the new events / issues at the surgery.

### **NEW EXTENDED HOURS HUBS IN EALING**

Sangeeta explained that the Ealing CCG are going to have 3 new surgery hubs within Ealing for access to extended hours when our surgery may not have appointments to offer. These extended hours will be Monday to Friday from 6.30 – 8.00pm and on the weekends both Saturday and Sunday 8.00 – 8.00. Appointments for these will be fought for by other surgeries in Ealing and NHS111 will also have access to them. These appointments will not be for emergencies but for standard issues for which patients cannot be seen in the times of our own operating hours. There will also be nurse's appointments for things like childhood vaccines, smears, wound dressings, removals of stitches etc. Sangeeta went to the training on 2 March 17 this week and it was explained that appointments will be booked by our own reception staff but into the appointment ledgers of one of the three surgeries that are going to be open. This is being done to comply with the government policies changing and also to reduce access to hospitals. The appointments will not however be given to a patient who does not consent to share their records on our clinical system because the GP or nurse at the hub would need access to their notes to perform a good thorough consultation.

The three hub surgeries running this are below:

Sunrise Medical centre for Southall  
Elmbank Surgery for Northolt, Perivale and Greenford  
Florence Road Surgery for Acton and Central Ealing

### **TRAINING SESSIONS DONE BY SURGERY STAFF**

Sangeeta talked of the extensive training that has been happening with the surgery staff in all areas in order to ensure good quality care for our patients. The following training sessions have been done:

End of life care training – all GPs and the practice nurse delivered in house from Meadow House Hospice

Asthma paediatric care – by Dr G Hornibrook

Dementia awareness training – Dr Mendes da Costa, Sangeeta, Neha and Gwen

Reception development 2 day course – Neha and Poppy

Managing change in General Practice – Sangeeta

Read coding and summarising medical information – Neha

Improving patient experience – Neha

We will be carrying this on in the year and hope to enhance more of our skills in order to deliver best care for our patients.

### **NEW AREAS OF HELP AND SUPPORT IN EALING**

There have been many new support groups or classes that are being set up by Ealing CCG for patients with particular health issues.

One of these is called MINDFOOD which is a social enterprise that offers free food growing courses at their allotments near Hanger Lane which are of particular benefit to those struggling with mild to moderate depression and anxiety and can help alleviate isolation.

There is the IAPT exercise class which is called RUNNING TO A BETTER HEALTH which are 8 week structured programmes to encourage physical activity and improve wellbeing. There will also be talks on the impact of exercise on wellbeing, motivational tips and advice, exercise programme planning, healthy eating options and more.

There is Mindfulness which is a six week course that teaches you the skill of mindfulness: this is done through guided practice, discussion and breathing exercises.

The course is open to anyone with a registered GP in the borough of Ealing and is run by trained NHS staff.

The details of all these are on the TV in the waiting room and on the website

### **CHANGE OF CCG TO DELEGATED COMMISSIONING**

The CCG has asked members of the Ealing surgeries to vote for the CCG to be responsible for delegated commissioning. The vote was in the favour of this and we are not going to move on in April to a full independent CCG with very little or potentially no hindrance from NHS England.

The advantages of this will mean improved patient care as patients will be able to influence what and how primary care services are commissioned. It will give the CCGs the opportunity to engage with the public about the totality of expectations for general practice and the patient voice will therefore be heard more clearly in the design of services.

Also there is access to primary care budgets without sums being held back by NHS England and there is therefore greater freedom in allocating revenue and being responsible first hand for the spending power for our CCG. It was asked at the meeting who are the people on our board and how it is structured. A link below will direct to the website that looks at the board and the people who are in it for information. We have 22 board members.

<http://www.ealingccg.nhs.uk/about-us/governing-body-members.aspx>

### **DEMENTIA AWARENESS**

Sangeeta explained that for the coming year the focus of the surgery is going to be to try and tackle dementia. We are going to look at more identification of the problem and look at the support structures in place to help patients suffering from this problem e.g. Alzheimer's etc. There will be lots more information being presented on the TV etc. for this area.

### **AOB**

Points that were raised by the members to be looked at for future meetings:

- **APP** – David Jenkins suggested that we should look into getting an App to give real time information to patients about the happenings of the surgery – Sangeeta is already in the process of designing this and will update members as she progresses.
- **Alisha Pharmacy** has a pharmacy advisor – David and Jill said that his support and information's invaluable and he works with Raj on Tuesday every week. Sangeeta needs to look into relaying this information to everyone and speak to Raj about this so that we can share the service. The advisor helps with advise on patients medications and health checks that may be needed etc.
- **Online appointments** – Moira mentioned that we should have a notice on systm one online for patients who book appointments online stating that we have 48 hours appointment slots that can be booked weekly for the less urgent patients but ones that need to be seen sooner than 2 or more weeks. Currently patients can only book up to 3 weeks or more in advance but this piece of information means that they can call and enquire as many patients don't know about this service. It will help fill up empty appointments.