

# **Minutes of the Grand Drive Surgery Patient Participation Group Meeting held on Tuesday 17<sup>th</sup> December at 3pm.**

Discussions and minutes:

## **1. Staff Changes**

Dr Mogg will be leaving the Practice on 23<sup>rd</sup> December 2019 as she has decided to take a break from Medicine. Dr Navdeep Alg will take over from Dr Mogg and he joins the Practice on 30<sup>th</sup> December 2019 as a Partner. Dr Alg worked with the Practice previously. Mandy Rivers Assistant Practice Manager will retire early 2020; Mandy Sharkey who joined the Practice in August 2019 will take over from Mandy as the Assistant Manager.

## **2. PCN's & PCH's**

We now work collaboratively with other local Practices in Merton. Our Primary Care Network (PCN) is the Nelson Medical Centre, whom we work in a similar way to despite their size. We and the Nelson also work collaboratively as a Primary Care Home (PCH) with 4 other Practices in South Merton, Morden Hall, Stonecot Surgery, Central Medical Centre and Ravensbury Surgery. Although we all remain independent, as Practices we are looking at ways of working together to deliver patient care and services trying to maximise the funding we have. This is not something we as a Surgery have a choice in it is something we are required to do by NHS England.

The things we are already doing working with the Nelson is the delivery of the extended hours, either early in a morning, a late evening on a Thursday or a once a month Surgery on a Saturday. These appointments are here at Grand Drive Surgery. Diabetes is another project we are working on together, to try and improve patients management and understanding of it by sending them on a course which helps them to potentially reverse the disease if they are type 2. We are also trying to capture those patients who have been identified as being at risk of developing Diabetes to also send them on an education programme to try and prevent them from developing the disease.

It was mentioned that most patients want services delivered by their own practices, however it was acknowledged that space and parking at Grand Drive is an issue, however the staff are excellent and this outweighs the space issues. It was also mentioned that car parking at the Nelson is very limited. It was explained that the Nelson do not own the building and the Business Manager there has no control over the car parking or the building unfortunately. The other services Practices within our Primary Care Home are looking to share are Social prescribers, clinical pharmacists and paramedics in the future.

### **3. Social Prescribing**

We will be getting a Social prescriber here at Grand Drive Surgery in mid-January which we will be sharing with Morden Hall Surgery. Leigh will be with us one and a half days a week. The Social Prescribers role is to support those patients who need extra support from other support agencies. She will compile personalised care plans for patients and sign post them to which ever service they may need. This could be age UK, day centres, community groups, physical activities groups, groups where individuals can learn new skills or even the befriending service to improve wellbeing and tackle isolation. The GPs here will make the decision as to whether a referral to the Social Prescriber is suitable. The patients will then be contacted by Leigh to come in and see her. We are feeling positive about this service and what it has to offer the patients that need it.

### **4. Projects – Diabetes and Year of Care**

Year of care is a project to help those patients with type 2 Diabetes manage it better through diet and exercise in some cases reversing it.

We still encounter difficulties in getting our Diabetic patients to manage their Diabetes better as many don't appreciate the full impact Diabetes can have in the longer term if not managed properly but we continue to work with them.

### **5. Digital**

- 5.1. Dr Link – This is a symptom checker that can be accessed via our website. It will take you through a series of questions to check your symptoms and then provides advice as to whether or not you need to see a GP, or another service i.e. the Pharmacist or self-referral to another provider such as MSK or a Mental Health team.

If you need emergency help it will advise you to ring 999. Most surgeries now use this tool.

- 5.2. **Video / on line consultations** – we now have the equipment for carrying out video consultations however, we await technical set up and training. This will not be suitable for all patients and we fully understand this, but it will suit some patients and it's another way of trying to maximise appointments.
- 5.3. **Website (Footfall)** – Our website has recently undergone an upgrade. We have been advised that there is new product now out called Footfall with several virtual rooms for the patient to visit before getting to where they need to be. We will review the use of footfall but it requires a lot of resourcing by the Practice, which currently we don't have.
- 5.4. **AccuRx** – This is a new text messaging system which is part of our clinical system so is of no extra cost to the Practice. It means that provided the patient has a mobile telephone Drs and staff can text message patients directly. This is helpful as phone lines are always busy we cannot always ring patients but this gives us direct contact. Drs and staff have to consider if it is appropriate to send the text. In some cases it won't always be and in those instances patients will receive a telephone call from either a Dr or member of staff.
- 5.5. **Elemental** – This is the tool that the Social Prescriber will use to make referrals and to find the correct help for the patient.
- 5.6. **Health Apps** –At the moment there are so many apps for patients offering different things we have chosen not to advertise them as they will cause too much confusion. In 2020 the NHS GP App will come on line and this will encompass all what the other apps offer. It will be at this point that we will advertise this app, as it will have all that patients need in terms of Health information.
- 5.7. **FFT (Friends and family test)** - Feedback from this goes to the Practice Manager and is anonymised. It is always helpful to have the feedback as it gives the Practice Manager and Partners an overview of service delivery how well we are doing and if there are any areas that need to be looked at. It was reported that the majority of the feedback we get is very complimentary.
- 5.8. **PPG going forward** – It was explained that we will move to a more virtual group liaising by way of email. Mandy Sharkey will take this on and will email members on a bi Monthly basis with updates and will seek feedback from members. It may be that we then hold either a bi annual meeting or a yearly meeting dependant on demand. We are also going to be looking at trying to grow the numbers of the PPG so we get a good cross section of representatives from across the patient demographic.

The Practice Manger thanked the PPG member that attended the meeting for their contribution. Copies of the minutes will be circulated to those who could not attend.

There being no other business the meeting closed at 4pm.