



The Rowans Surgery

Patient Participation Group (PPG) Meeting

November 22<sup>nd</sup> 2017 3pm

In attendance:

Dawn Defontaine – Practice Manager, Rowans Surgery

Elaine Richmond – Practice Manager, Streatham Common Practice (SCP)

Jenny – SCP PPG chair.

6 patients in attendance

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Introductions

Minutes from previous – nothing to discuss

Matters arising

### **Triage**

One of the patients asked whether we would consider having a triage nurse to speak to patients before they see a GP. This is not something we have considered previously. This model is used in Urgent Care centres to assess urgency. General Practice works differently so our current triage model allows the patient to book a telephone consultation with the GP who then contacts them to discuss the problem and the GP arranges an appropriate appointment for the patient. It is important to give the receptionist concise information as this message determines the urgency of the call.

Due to time constraints and pressure on resources the Duty Doctor can only deal with one problem per call. If your symptoms are related then of course the GP will address your concerns.

### **Appointments**

Appointments are released on a 4 week rolling basis. The rota and appointment system are managed from Streatham Common.

### **GP Hubs**

There are 2 GP Access hubs in Merton. One located at Wide Way Medical Centre and the other at The Nelson Medical Practice. Appointments are booked by the GP Practice, 111 and A&E. There is not a “walk in” facility. GP appointments are available Monday to Friday 5pm-9pm and Saturday and Sunday 8am-8pm. There are wound care appointments with a Practice Nurse on Saturday mornings. Clinicians at the hubs are able to access your medical record with your consent. From December 2017 they should also be offering routine appointments and telephone consultations. More details to follow. The Wilson Walk in centre is no longer available.



## **Vulnerable Patients**

One patient would like to know how the practice identifies vulnerable patients. We place alerts on patients notes if the GP has raised a concern. We will take into account patients personal circumstances when directing referrals.

## **SCP PPG**

Patients have the power to influence change by coming together with the Practice Manager and the Partners. In the initial stages the SCP PPG were led by the Practice Manager and a core group was established. Recommend meeting once per month.

Examples of some of the changes made at SCP influenced by the PPG.

Appointment system - used to be released at 8am daily, moved to a telephone triage system.

DNA reduction

Replace flooring

PPG focus to support vulnerable patients e.g coffee mornings and patient education.

One patient mentioned the coffee morning at Pollards Hill library as often it is not attended by anybody. The group agreed that the meetings would be directed by the patients to drive attendance.

We discussed the challenges of engaging patients from younger population and patients living with mental health issues. Agreed that directed meetings would suit these groups better.

## **Forming our PPG**

Group were given hand outs on setting up a "Gold standard" PPG.

Purpose of the group discussed and agreed that the PPG should not be a forum for complaints. The practice has a robust feedback and complaints procedure for handling individual complaints.

We discussed possible objectives for short and long term and Dawn asked the attendees to forward any suggestions for long and short term aims in response when they receive the minutes. At the next meeting we can review the suggestions and put an action plan together.

We also discussed appointing a chair but agreed for the time being while the group is being established Dawn would chair the meeting.

We agreed the next meeting should take place in January preferably on a Saturday morning (not the 13<sup>th</sup>) Dawn will send out the meeting details with the minutes of the meeting.

## **AOB**

- A patient asked about a chiropody service at the practice, Age UK offer a service at Cricket Green Surgery, Myles Road, Mitcham.
- Dawn advised the patients of the minor ailments scheme available in Merton. A number of local pharmacies offer the service whereby the pharmacy can assess you and provide over



the counter treatment. If you are entitled to free prescription your treatment is free. Speak to your local pharmacist for advice