

The Rowans Surgery

Patient Participation Group Meeting

13th March 2018

In attendance:

Dawn Defontaine (Practice Manager)
Ray Hautot (Merton Voluntary Sector Council)
8 patient group members

Merton Voluntary Sector council

- Funded by charity, trusts and local authority
- Providing support and advice to local community groups and charities
- Members include age uk, dementia hub and carers support Merton

For more information see <https://www.mvsc.co.uk/>

New service launching in East Merton in May 2018

Merton Commissioning Group (CCG) have commissioned a new service for our locality.

Social Prescribers are non-medical advisors who can support and signpost patients to a wide range of services in the local area (across Merton, Sutton, Croydon and Lambeth)

Their role within the GP practice centres on helping patients who present with underlying social issues such as social care, housing or financial. They can also sign-post patients suffering from depression, anxiety, drug and alcohol abuse to community based programmes to help support their recovery. Often these patients present at the GP practice and the clinicians do not have the time or resources to direct these patients to more appropriate services.

The Practices clinical team will identify patients they feel will benefit from this service and discuss the services on offer with the patient. Once agreed a referral will be made to the social prescribing team. Initial appointments are 1 hour 15 minutes and during this time the social prescriber will work through a list of questions with the patient to determine how to best support them. All information given during your consultation is strictly confidential. If patients decide the service isn't right for them they can decline the service.

Care Quality Commission (CQC) Inspection

The CQC are the regulatory body for healthcare providers.

We were recently inspected on 27th February 2018. This was the first ever inspection at the Rowans Surgery. Overall the feedback was positive. There are no significant patient safety concerns. The team evidenced that the practice is well-led, caring, safe, effective and responsive.

The main area of concern was access. Patients reported their "frustration" at not being able to easily book routine appointments. We could demonstrate that we have responded to patients' feedback

and have increased the number of GP sessions from 19 in October 2017 to 24 in March 2018. This is set to increase again in April 2018 to 29 sessions per week.

We are awaiting the final inspection report and will share this in due course.

For more information about the CQC please see <http://www.cqc.org.uk/location/1-4651845931>.

Staffing Update

We are pleased to announce a new GP will be joining our team in April 2018. Dr Naren Gunaratna will be working Wednesday – Friday 8.30-6.30pm.

The Practice has recently received approval to become a training practice. From April we will be hosting trainees on site. We really appreciate patients support in the development of new clinicians.

Kealy from the reception team left the practice on 7th March. We are currently recruiting her replacement. In the interim we have arranged reception cover via an agency to ensure service levels are maintained.

Coffee Morning

Our first coffee morning in February was a success. We had roughly 25 attendees and the feedback was positive. In response to patient's suggestions to have speakers at the events, we have arranged for One You Merton to attend the **next coffee morning on Tuesday 20th March**. A representative from One You Merton will be on hand to talk to patients about their services and to offer mini-health checks to patients.

AOB

The issue of no available services that collect unwanted walking aids was raised. A number of trusts are unable to take back items such as walking sticks, crutches and wheelchairs. Ray very kindly agreed to find out whether there are any local organisations who collect unwanted items.

There is an issue with patients' prescriptions being declined without explanation. A number of patients reported to a PPG member recently that when they went to the chemist items they had requested had not been issued. Dawn informed the group that we have addressed this with the GPs following the last meeting and they have agreed that they will record in your notes if your prescription has been declined. You will be contacted should the GP make changes to your prescription. Any patients who have issues with their prescriptions are advised to contact the surgery.

Organ Donation

A member of the PPG had a query about organ donation. She had received a message from a friend indicating that all patients have been opted in for organ donation. The source of this information was unknown.

To clarify English system has not changed. Organ Donation is still an opt-in system. For more information please see <https://www.organdonation.nhs.uk/>

Next meeting date: to be confirmed