

Minutes
of a
Patient Participation Group Meeting
held on
28th June 2017
at 6.00p.m.
at
Upper Norwood Group Practice

Present: J. Sundaram (In the Chair)
34566
35302
4832
4834
2119
3593
S. Sivathasan (GP UNGP)
1269
1270
V. Hunt (Minutes)

- 1. Apologies:** 16055
3540
5534
D Viridi (GP UNGP)

- 2. Welcome**
Victoria welcomed everyone to the meeting.

- 3. Introductions**
All those attending introduced themselves

4. Matters Arising

The practice manager advised the meeting that the recommendations made at the previous meeting had been adhered to:

- a) A separate notice board has been made available for notices pertaining to the practice such as newsletters, PPG Meetings etc.
- b) The outside signage has now been appropriately maintained.
- c) A contractor has been contacted regards the electrics on the hoist.
- d) A draft newsletter was distributed. It will be issued on a quarterly basis.
- e) PPG Meetings will be held at 6.00p.m. during the summer months to accommodate the younger working population.

5. Trainee Doctors & Medical Students

Dr Sivathanan explained that UNGP is a teaching practice for Kings and St Georges students. He also mentioned most patients are happy to be seen by the students and confidentiality remains paramount in all instances. Some trainee doctors, have joined the practice once they have completed the training.

6. Nursing Services

It was noted that the practice has 1 full time nurse as well two part- time nurses. They are able to deal with most aspects for nursing, hypertension, diabetes, family planning etc. The diabetic service has much improved since it is been handled by Beckenham Beacon and Orpington based clinics Bromley. A patient also indicated that Orpington Hospital has been very helpful as well as Diabetes U.K. The services of the district nurses, health visitors and a community matron are also available on a monthly basis.

Multi Disciplinary Meetings are held monthly to discuss how patients may be best assisted.

An eye clinic is also held regularly.

7. Online Access

NHS England has requested a 10% target for online access. Appointments and prescriptions are available. Rani explained that patient's medication, allergies and immunisations are recorded and that information is sufficiently backed up and confirmed the clinical system is secure. Patients were encouraged to use this service.

8. Parking Suggestions

It was noted that patients are blocking the entrance to the building and parking in disabled parking spaces. This causes hindrances when deliveries are being made to the practice and the pharmacy. This also obstructs ambulances trying to access the building. Dr Sivathasan pointed out that staff at the practice park in the adjacent side roads.

9. Outside Appearance of the Practice

Once the electrical work has been disconnected to the hoist the system will be removed.

10. Practice Survey

The practice manager said patient survey questionnaires are handed out at random, usually in batches of 100. Comments are actioned accordingly. The survey is not available on the website as yet however this is being looked into. The collected data is inspected by NHS England and the CQC. Dr Sivathasan said the practice would prefer to close the practice list but is not able to at present. A 100% increase in patients over the past 10 years was noted.

11. G P Hubs

Hub services have been established in Croydon Central, New Addington and Purley. None are currently available in the Crystal Palace area. Patients can use the services in these areas should it be necessary.

12. Any Other Business

- a) Patients queried whether doctors continually update their training. Dr Sivathasan highlighted training as an on-going process. Up to 50 hours annually as well as monthly clinical meetings at the practice. There are also Saturday sessions held at London Bridge as well as Shirley Oaks and other places. Each doctor is annually appraised.
- b) Patients felt Llodys Pharmacy, situated in the building are at times, not very helpful, do not carry stock of certain medication, or dispense incorrect medication. It was explained they are a different entity and simply rent the building and it is convenient having the pharmacy on the premises.
- c) The practice will continue to encourage the younger working population to attend meetings.
- d) Patients queried exercise classes. It was suggested the practice nurse help on this matter. This information will be added to the next newsletter.
- e) It was once again suggested by the patients a DNA audit trail be run to name and shame patients who fail to attend appointments. After 3 DNA's a patient is only given an emergency appointment on the day requested but Dr Sivathasan said that it is illegal to name and shame patients.

There being no further business the meeting ended at 18:45

13.Date of next meeting: 27th September 2017 at 12.30pm

Signed:
(Dr Sivathasan)

Dated:.....

