

PATIENT PARTICIPATION GROUP

HOLLAND PARK SURGERY

Wednesday 23 May 2018 2.00pm- 3.00pm

MINUTES OF MEETING

Present: IDB, ID, EA, Mi, JK, RE, MI, MM, JMG

Therese Laurent (TL) (Chairperson/Strategy Manager), Raj Sharma (RS) (Practice Manager), Claudia Leacock (Medical Secretary and minute taker) Janet Ellis (Nurse Practitioner) Maria Luzon (Practice Nurse).

Apologies: 8 apologies received.

In total 30 invitations letters were sent to PPG members, 9 participated at the meeting.

1. Welcome and introduction/purpose of meeting/rules

Therese (TL) welcomed all the participants, did the introduction of the Holland Park Staff present and reminded the purpose of the meeting, to obtain the views of patients about the services delivered by the practice and enable the practice to obtain feedback from patients about those services. Also for patients to share ideas and suggestions and to aim for the patients to run the group with the Practice support. TL reiterated the rules of the PPG meeting and reminded the need to sign the confidentiality statement. A consent form was also given to participants to sign if they agreed to share their e-mail address with the members of the PPG and for that purpose only. All participants agreed.

Update and actions from last meeting:

TL updated the group about the actions from last meeting and what had been done.

-The PPG members requested the possibility to email queries to the GPs, e.g. blood results: TL said that this had been discussed at length with the partners, and that we had not as yet found a solution. The practice receives a vast amount of email, which needs to be checked daily. A patient might need to check an appointment, for example, or they might ask for something in particular, which we could not do, or the risk of the e-mail not seen on time.

-You can self-refer to the Musculoskeletal (MSK) Service under Healthshare and also to the Community Living well service.

-Patients medical records can be shared with other community services, e.g. MSK. However this can only be done with the explicit consent of the patient. A patient stated she had tried

the MSK service, but they were not very brisk. In the end, she had to ask her GP to refer her. RS commented that there has been turn around issues, involving patients taking too long to be seen. TL said that would be mentioned at the next CLS (Community Learning Set) meeting, where community services will be discussed.

-Ear micro suctioning being undertaken at the practice: TL said that she had spoken to JE, who said that you need to be specialised in ENT to do this.

-The Self check-in system will continue to indicate the clinician name and not the patient's name.

-The possibility of a smart phone app to give waiting time: the practice was happy to discuss it, but the PPG member concerned has not contacted us further since.

-Change of music on telephone: RS explained that the music has to be licensed, so we cannot change the music at the moment.

-Age UK chair exercise: it was asked if chair exercises could be arranged in the surgery. This is already undertaken by Age UK in the lecture theatre next door to the surgery.

-Half day walk in centre: TL explained that at the moment, we will not be undertaking this. There are a lot of available "same day" appointments, and this is working well, so we will not proceed with this. We will be increasing the number of routine appointments.

2. Staff update/trainees

We have 5 new trainee doctors –

Dr Bethany West and Dr Thomas Woodman(who are in their last year of training with the practice until August 2018)

Dr Despoina Chatzimichalaki (first year registrar with the practice until August 2018)

Dr Theodora Goodwin (Foundation year 2 doctor with the practice until August)

Dr Anamica Prasad (GP returner) on a refresher scheme. She finishes at the end of June.

We will continue to take trainee GPs.

The patient leaflet is up-to-date. We cannot put up pictures/qualifications of staff on the noticeboard but it is on the website.

We have had no movement of staff except for the trainees.

3. New General Data Protection Regulation/explicit consent/Access to Medical Records/Online Access/Privacy Notice

As of Friday 25 May 2018, there will be new data protection regulation and we now require explicit consent from the patients. You might be receiving a text or an email. A poster and the privacy notice are displayed in reception. It is called "How We Use Your Medical Records". Information will be put on the website also. We have to do this by law. Our staff can only access your records by the use of a smartcard.

For access to record, we can no longer charge patients for copies of their records and the practice has 30 days to complete the request.

The practice encourages patients to get online access, e.g. script renewal. Patients can only access the summary care record at the moment. The access to the full record has not yet been granted as all reference to third party information would have to be removed before. Records for medical research have to be anonymised.

A patient asked who authorises this. TL explained that it was part of directive from the CCG. RS replied that it is also to ensure that the practice is following the general data protection regulation.

A patient attended a meeting where they spoke about contract and asked if Holland Park Surgery had more benefits.

TL explained about the differences between PMS contract (Personal Medical services) and GMS contract (General Medical Services). TL explained that the PMS premium is going to gradually disappear over four years. The CCG will commission new services such as support for carers, end of life, asthma and offering more appointments. There are 44 practices in Kensington and Chelsea CCG, half of which are PMS and the rest GMS. These practices will have their budgets cut by up to a third. TL explained that with the new commissioning intention we have to reach certain targets which might not be easy, e.g. for carers.

The practice is looking at ideas for online consultations for working people. This will be a pilot project developed by the CCG. Another idea would be to rent a room at the practice for use by outside health care professionals e.g. osteopath. A question was asked whether there was a possibility to be seen as a private patient at the practice. TL explained that yes it is possible, but patient cannot be registered as a private and NHS patient concurrently. A private company called Babylon are taking NHS patients. Patients do not realise they will be deregistered from their NHS practice. This company has grown from 4,000 to 25,000 patients in one year. This is really a problem for other practices. The practice is then left with the more complicated patients.

A patient asked how they did this. TL continued that they use advertising and phone apps.

TL and RS attended the LMC Conference.

4. E-RS/Electronic referral system for all hospital referrals

As from 1 August all referrals for hospitals have to be sent via choose and book. This means that GPs can book an appointment for the patient using this system. The patient is given a printed Appointment Detail letter by the GP. The patient can then change the appointment via the number on the letter.

5. Primary care home project from the CCG/Integrated care team/Hub Network meeting 08/06/18 for PPG members.

Integrated care team project is a group of practices working collaboratively (up to 50,000 patients) with access to services e.g. District Nurses, Pharmacies and other additional services. The groups will be in the North and South of the borough. Partners have decided to go with the North of the Borough as it is hub based and our patients usually go to St Charles. Updates will be given to the PPG.

PPG healthwatch are arranging a talk about this. It is difficult to give a lot of information as we do not know enough about this at present. Apparently it works in different parts of the country. TL gave a hand-out received from healthwatch inviting PPG members to attend a forum on 8th June 2018 2.30 to 4.30pm at Heythrop College where information will be given by the CCG about the Primary care home project.

Practices have to join a PCH, It is not really a choice. RS said that there might be some advantages like access to some different services, shared learning and sharing resources. RS expressed his concerns that the practice would not want to lose its identity.

6. Project for HPS from the PPG's members/Suggestion for improvement/Practice development/sharing e-mail address/proposition for chairperson.

One participant contacted CL to express an interest in becoming Chairman of the PPG. TL will present this offer to the PPG members, and the participant would have to agree. This person could not be present today.

If everyone agrees, email addresses can be shared among the members. You can communicate with each other about ideas but only for PPG purposes.

7. PPG Network Newsletter/Healthwatch and PPG Awareness Week 4-9/6/19

TL handed out a Healthwatch newsletter from May.

Wellness week is being held from 4-9 June 2018, if any PPG members wish to attend. Please inform the other members.

8. Any Other Business

One PPG member asked to have the meetings every 6 months. This was agreed by the other participants. The next meeting will be held in November 2018.

JE and ML, 2 of the nurses at the practice, joined the meeting. They see a lot of patients for diabetes check, asthma, immunisations, travel vaccs, chronic disease monitoring, anticoagulation and ECG.

Patients are finding it difficult to get an appointment with podiatry. A PPG member asked if we could provide the service at the practice. RS replied that podiatry services have been decommissioned from the CCG. Private podiatrists would need to rent a room. RS advised the participants that there was private podiatry clinic at Hillcrest pharmacy. The practice would need to see if it is safe to provide this service, just in case something goes wrong. TL will speak to the partners.

A member asked if there was any research completed on flu jabs for people, who did not get flu because of the vaccination. RS replied that a text is sent to patients to invite them for the flu vaccine. The PPG group was asked if they had any ideas on how to encourage patients to have the flu jab.

One member commented that the Friends and Family test section of the website was showing incorrect information and asked if it could be removed. This was agreed.

A member mentioned the noticeboard outside the surgery advertises for patients to register who live outside the borough. TL explained that it is for people who work in and out of the borough. The practice has capacity to register new patients and could cope with 200-300 more registered patients. When the practice moved premises it lost about 500 patients. The member asked the impact with the cutbacks and the income of GPs. TL explained that the practice should be ok for the next couple of years but would need to find new ideas to increase income. The length of appointments currently offered may have to be reviewed in time.

No further matter was raised. TL and RS thanked the members for their participation. CL will send the minutes to all members and it will be put on the website.

The meeting ended at 3.00pm.

The next meeting will be scheduled for November 2018