

Glenlyn Patient Participation Group

Notes of AGM held on 8 May 2018, Giggs Hill at 6.45 pm

Present: Dr A Kapoor, Carole Tyrrell (GMG), Heather Leport, Karen Young, Richard Hodgkinson, Rosie Hodgkinson, Sue Hewitt, Jacquie Thompson, John Hugall, Paul Thompson, Malcolm Gosling, Helen Oakley, Wendy Wilson, Vicky Mitchell, Audrey Vail, Richard Vail

Apologies: Dr R Strickland, Joe Todd (GMG), Catherine Hazel.

Minutes of the Previous Meeting:

The minutes of the previous meeting were accepted.

Resignations and Nominations:

The following Committee members resigned from post:

Heather Leport (Chair)

Karen Young (Secretary)

Catherine Hazel (Committee member)

Michael Garms (Committee member) – presumably as not responding to e mails.

Both Heather and Karen would like to remain committee members. Heather advised that, due to personal circumstances, she was not able to make the commitment required to continue as Chairperson. Dr Kapoor thanked Heather, and all the committee members, for their hard work and commitment over the past year.

The following PPG members have expressed an interest in taking up positions on the committee: Malcolm Gosling, John Hugall, Rosie Hodgkinson and Paul Thompson. Nominations will be discussed at the next PPG Committee meeting to be held on Friday 18 May at 1 pm, Giggs Hill Site.

Chairperson's Report:

Heather Leport provided a Chairperson's Report (please see attached).

Report from Practice

Dr Kapoor spoke candidly about areas where the Practice had had difficulties. Recruitment difficulties were highlighted together with the problems with the appointment system, especially in March 2018. The appointment system was currently under review and a change to the booking system would come into effect from 1 June 2018 (as the summer months were always slightly quieter and a good time to trial a new system). Dr Kapoor explained that receptionists had been told by clinicians that they should ask every patient for the reason for the requested appointment. This information can then be entered into the computer system so that GPs are aware, before the patient came into the room, of the purpose of the appointment. Dr Kapoor The following new staff appointments were announced:

Mr Joseph Todd, Group Practice Manager

Dr Claire Badawi – GP trainee for 18 months

Jackie Grant – Admin Manager (new post)

Heidi Crombie – Reception Manager (new post)

The Practice is continuing with the recruitment and training of new administrative employees. Dr Kapoor advised that the Practice were currently also advertising and recruiting in various clinical areas.

Dr Kapoor also spoke about local and regional initiatives that were in the pipeline including:

- 7 day access for local GP services. Dr Kapoor advised that there is currently discussion taking place regarding having a 'hub' of local GPs to cover.
- The local 'out of hours' service is currently out to tender. The Federation (a group of GP practices which includes Glenlyn) are planning to bid for this. AK advised that by becoming involved in these services (both 'out of hours' and extended access services) local GP Practices will be able to influence how these services are run for local patients.
- 111 services are changing and it is likely that there will be a local Elmbridge 111 service (similar to the old ThamesDoc model). It is likely that paramedics will be undertaking home visits.
- Dr Kapoor confirmed that the local GP practices now have linked computer systems and this has facilitated with collaborations such as the locality paediatric clinic.
- Discussions are ongoing regarding the re-development of the Molesey Hospital site. A PID (a type of business plan) has been submitted to NHS England with the proposed schedule incorporating Glenlyn and the Vine surgeries, Molesey clinic, health visitors and a small hospital. If this were approved it would take place in 3-4 years' time. Giggs Hill site would remain where it is. The proposal is similar to the Surbiton model.

PPG Action Plan:

- Assist the Practice with flu clinics.
- Assist with the organisation of educational events.
- Hoping to conduct a patient survey (specifically targeting pre and postnatal clinics).
- Produce a PPG newsletter.
- Assist the Practice with communicating/disseminating information.

Dr Kapoor agreed to speak with Sally, ANP from the Cardiac Team, and organise an educational event focusing on cardiac health.

Questions from PPG/Patients:

Would there be another paediatric clinic?

Dr Kapoor advised that this would go ahead again if winter resilience funding was provided. It was likely that this would take place again, with the purpose of reducing the number of 0-15 year olds who attended A&E clinics, as it had proved hugely popular with patients.

Would it be possible to book appointments further ahead (could Glenlyn populate the appointments, for example, 8 weeks ahead in order for patients to book)

Dr Kapoor advised that Glenlyn were currently looking into organising this. This was especially important, for example, for booking baby immunisations. Dr Kapoor also outlined the difficulties sometimes faced by the surgery and the reasons why appointments were not always added onto the computer system very far in advance. Dr Kapoor assured the meeting that the surgery were currently looking to rectify this.

DVLA – correspondence to named GP

All patients are allocated a named GP (as per NHS England guidance). However, it is possible for patients to book appointments with any GP and any correspondence addressed to a particular GP regarding a patient will be dealt with by the admin GP (rather than having to wait for the named GP to check correspondence).

Is it possible for Receptionists to have information available to pass on to patients regarding the days specific GPs work?

Dr Kapoor agreed to liaise with Joe Todd regarding preparing a guide template outlining which GPs worked on which day. This could be used as a useful 'guide' for patients wishing to book appointments with specific GPs.

Date of Next PPG Meeting:

The PPG committee will meet on Friday 18 May at 1 pm at Giggs Hill Surgery.

The date of the next PPG meeting will be decided at this meeting.