

Morden Hall Medical Centre

Patient Participation Group Meeting 01.03.17

Present:

Tony Loft Derek Kean David John

Elspeth Clarke Lynne Jackson (MHMC) Emmeline De Silva (MHMC)

Action:

- Send details of next 3 meetings to local schools for mum and dads who are patients at the surgery to attend these meetings either to observe or participate.
- Add something onto the website about PPG meetings so more people know about it.
- Minutes of meeting to be done within a week of the meeting
- The link of the GP 5 year forward plan as well as bullet points done by LJ to be sent to everyone
- Forward email to members about PPG training.

Referral Management:

- EC attended a meeting on the new referral management process, says it was very vague. The referral process has not been introduced yet, however they have asked our practice to be a pilot for this. LJ will get an update from the CCG.

The Wilson closing:

- All walk in centres closing all over the country. The Wilson has 6000 patients to find new GP's
- NHS England only told staff one day before announcing the closing of the Wilson. They have called GP's in the surrounding area of 1 and half miles, one of them being ours to take on new patients. We have agreed with this.
- 2000 of the patients registered are from Sutton however most patients only attend when they actually need to.

GP 5 Year view:

- A lot of things mentioned in the view are mentioned above as well as the NHS not being sustainable and needing change.
- The Multispecialty Community Provider (MCP)- Group of practices that come together to deliver services
- Its talks about how practices can work together to be more efficient. LJ has put some bullet points together
- TL does not agree with this idea of bigger is better and EC says that the whole point of it is so that people are treated in the community and that is what is being done.
- Government want 8am to 8pm 7 days a week, we do not have enough GP's to do this.
- They want to reduce people going to A&E by 40 %
- Effective commissioning:
 - People who have celiac disease will not be getting bread or any other food on prescription.
 - They are also talking about IVF and if one cycle actually gets women pregnant
 - It cost a lot more to put vitamin D on prescription than buying them over the counter

Update on services:

- We have St George's nurse led blood pressure unit using the upstairs of the building. There are 3 nurses and 1 consultant using 3 rooms.
- Our nurses at MHMC may start using some rooms upstairs as well.

- In the last 8 months we have employed 2 new members of staff known as Physician Associates. This is a very new role pushed by the government and looking at the GP forward view they mention introducing 5000 new jobs. They can manage chronic disease, medication reviews and make referrals.
- CCG wants us to increase capacity care hours. Our normal hours are 8am to 6.30 with an extended surgery till 9pm on Mondays. On the extend surgery we usually have FW, 1 nurse and 1 doctor working. From April we will have FW, 1 nurse, 2 doctors and a PA working the extended hours on Mondays.
- We will always be introducing a later surgery until 7pm on alternate Tuesdays and Wednesdays to cover bank holidays and so patients get to see the doctor they want to.
- Nurse time also to be increased.

Telephone:

- Difficult to get thorough on our phone lines, patients get cut off. The system we have is not sufficient.
- New telephone system coming in, it will double the lines coming in and there will be different options.
- At the moment opus control the phone lines and it makes it very difficult for us to make changes.
- EC and DJ mention that the phone has always been a problem and it is always on the agenda. They are asking if this new system will work.
- We are hoping for the new system to go in on 20/03/2017

Appointments and DNA's:

- Now that we have more capacity and employed the PA's we have less DNA's.
- Texts are sent to remind patients off appointments. EC mentions that she received a text about her app and she found this useful.
- DJ asked about times between appointments and how many appointments there is a week.
- Appointment lengths vary from 20, 15, 10 depending on the clinician and their experience.
- LJ said will need to add up to see how many appointments there are a week, she thinks total for the GP's are around 1060 per week including the PA's and NP.
- 20 % of the population use 80% of NHS services that's what we find here.

Other

- DJ was not happy that the doctors do not attend the PPG meeting; he feels that something is missing by the doctors not being there. EC agrees with this and TL says it's something they have always asked for. LJ will bring this up in the next doctors meeting.

Agenda Planning:

- Things that members want to be added to the agenda should be sent to Emmeline via email which LJ will forward to all members.

Dates and times of next meetings:

- Tuesday 13th June 2017 at 17.30
- Tuesday 12th September 2017 at 17.30
- Wednesday 06th December 2017 at 09.30