

MINUTES OF PATIENT PARTICIPATION GROUP MEETING Tuesday 13th June 2017

ATTENDING Patients: Tony Loft (TL) (Chairperson), Derek Kean (DK),

Elspeth Clarke (EC), David John (DJ)
David Pink (DP) (Practice Manager) (Minutes) **Practice:**

AGENDA ITEM	DETAILS / COMMENTS	AGREED ACTIONS
AGENDATIEN	DETAILS / COMMUNICATS	AGILLD ACTIONS
1. Intro's & Apologies	Apologies received from Tom Killick and Derek Heaton	
	DP introduced as the new Practice Manager at the Surgery.	
	Had originally joined as Interim but had now taken the role	
	full time	
2. Minutes of	No amendments	
last meeting		
3. Matters	a. Circulation and publication of minutes	
Arising from	Now added to the Website and on the New PPG Notice	DP will ensure circulation of
last Meeting	Board in reception. The minutes should also be circulated	minutes within one week of
	within one week of the meeting	meeting
	, ,	Any contact information to
	Schools were also to be sent the meeting information as	DP
	well.	<u>.</u>
	h Defermed management wilet (DVC / Kingsia)	
	b. Referral management pilot (DXS / Kinesis)	
	DXS has been rolled out across Merton CCG. Enables GP to	
	have ready access to links for local treatment pathways and	
	protocols and info for patients, as well as local electronic referral templates	
	KINESIS is a referral process used by GPs to seek advice from	
	a consultant electronically within 72 hours. The referral can	
	still go ahead afterwards if needed but evidence so far	
	suggests significant reductions in referrals.	
	c. GP Five Year Forward View	
	DP advised information for this program can easily be found	
	using a simple Google search and picking options relating to	
	NHS England	
4 PPG	(Details of any external meetings attended)	
Members	EC reported she had been to the following;	
Updates	a. Frailty Meeting	
	Hosted by Merton CCG Aimed at identifying patients who had	
	health concerns but not interacting with health services. New service but no info on how these patients would be identified. DP	
	felt this was likely a replacement of the Avoiding Unplanned	
	Admissions Service that stopped in March this year	
	b. Out of Hospital Care	
	A service helping patients being discharged from Hospital	
	c. Expert Patients	
	Helping patients to understand more about living with long Term	
	Health Conditions and to manage them effectively	

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	d. Think Action	
	Help for patients to access mental Health Services locally. Some	
	doubts expressed by those using the service if it was really effective	
5. Practice Update	a. Services update See Matters Arising b. Staff DP reported the surgery has recruited a new Nurse and HCA to replace two members of staff who had moved on. Two new receptionists being recruited to the admin team as well as a new medical secretary	
	 c. Telephones A new telephone system had been ordered and is awaiting installation from the current supplier, Opus. This includes an expansion of the number of lines at the surgery. d. Communications – The CCG had commissioned a new appointment messaging 	
	service for Merton which will be used from next month The Practice is also seeking a new more interactive website	
6 Continuing Priorities	a. GP Involvement at PPG Meetings All felt a GP should attend the meetings so they knew what had been discussed. DP confirmed the minutes and personal feedback is given by him at Practice Meetings and most operational issues are deferred to him	DP will make the practice aware of the groups' wishes on this.
7 Any Other Items	a. TL had noted that some of the appointments for the Advanced Nurse Practitioner were for 5 minutes, not 10.	DP will review with the team
	 b. EC noted the Fire Marshall lists still contained the last manager details DP advised the team are reviewing fire arrangements generally c. It had been noted that automated prescriptions are not 	teum
	always ready. DP advised this was not actually automated by merely a diary reminder by the Pharmacist and needed their action to request the medication	
	DP also confirmed the 48 hour process for issuing repeat medication started from when the practice receives the request	
	d. DP confirmed the waiting room information had been updated and the PPG now had its own promotional area to utilise at it saw fit	
	e. All felt the clinicians coming to the waiting area to call their patients needed to speak clearly and loudly when calling patients as it was difficult to hear them sometimes	
	f. EC was very grateful for the help she received from Dr Gibbs and Sandra (reception manager) and Reception	
8 Next Meeting	Tuesday 12th September 2017 @ 5:30pm	

