

HILLY FIELDS AND BROCKLEY ROAD MEMDICAL CENTRES
PATIENTS PARTICIPATION GROUP
NOTES OF MEETING OF TUESDAY 9th JULY 2019 12.00-1.30pm

Attendees

PPG Members: Gloria Koduah, Ulalee Griffiths, John Keidan (Chair), Stella Amogbokpa-Nortey, Toutey Wanogho, Roger Stocker.

Practice staff: Colin Stears, Fiona Burke (Minutes), Karen Williams.

Apologies

PPG Members: Alison Stone, Symon Knightwood, Doreen Sutton, Richard Sutton, Annette Jeanes, Stephen Locke.

Practice staff: Jacqueline Henty.

1 Welcome and Introductions

Chair welcomed attendees, introduced themselves. The Practice provided fruit, biscuits, tea and juices.

2 Lewisham Carers Presentation by Gloria Koduah, Service Manager and Ulalee Griffiths, Support Officer from Lewisham Carers Information Advice and Support Services.

Used to be called Carers Lewisham and now is Lewisham Carers; new provider after contract was re-tendered by Lewisham Council. Same services offered as before, however.

4 staff members cover Lewisham.

The aim is to identify carers and to provide advice, information and support to carers. Also offer support/help with benefits/wellbeing; and events such as coffee mornings and exercise classes.

Good feedback from the support groups run by Lewisham Carers which share information, encourage carers to engage with simple for I.T courses and help with filling out forms

Ulalee is already coming to Hillyfields Medical Centre on Monday mornings and trying to slot in Brockley Road, too.

Ulalee is designing a leaflet for the carers/patients; there are currently posters in reception.

Lewisham Carers are in the process of setting up male carers group.

They work closely with GP's to identify the un-identified carers.

Lewisham Carers are not taking on dementia patients any more as there is a Dementia hub in Lewisham; they still take on carers of people with Parkinsons.

More referrals coming in at rate of about 50 per month.

3 Matters Arising from Meeting of 30th April 2019

(i) Stephen to review further review the website and audit the posters in the waiting room at Hilly Fields and feed back to Jacqui.

Deferred to next meeting

(ii) Cognitive Behavioural Therapy

Jacqui to ask Colin to provide an update at the next meeting on Cognitive Behavioural Therapy (CBT) and possibility of inclusion in development plans.

Colin reported that Primary Care Networks do not cover CBT. "IAPT" - which is a low level mental health intervention and is delivered by South London and Maudesley Trust (SLAM) is currently provided within the medical centre.

(iii) Jacqui to arrange for information about the availability of condoms, to be included in the information given out by the Hilly Fields Practice and Brockley Road Surgery.

Colin reported that condoms distribution was the responsibility of the local authority.

(iv) John to add an item regarding out of hours telephone messages, to the next meeting's agenda.
Deferred to next meeting

4 Update on recruitment of Female GPs

Fiona spoke about new female GP - Dr Taj Singhrao who is doing 8 sessions a week at Hillyfields and 2 sessions at Brockley Road. The Practices also have:

- Dr Rebekah Endersby, until next year
- Dr Fiona Harding whose current contract is coming to an end but who may stay longer

5 Update on Brockley Road/Hilly Fields

Lease comes to an end March 2020, notices are displayed at Brockley road and Hillyfields, email address displayed on the notice board address for patients to contact to express concerns; Colin mentioned not many emails received as yet.

Plan to merge databases and Emis. This will be a dry run for merging others practices in the group at a later date

Colin drafting Brockley Road closure business plan case for CCG to approve. CCG will send a formal letter to all patients once merger is approved.

Nearest surgeries to Brockley Road are Honor Oak Surgery & Jenner Health Centre

Roger asked whether the Jenner accept patients - Colin to check Jenner Health Centre's catchment area.

Colin says it will take roughly 5 weeks to move medical/computer equipment.

Colin to liaise with Chair, John Keidan, if anything delayed or other concerns emerge.

6 Update on telephone triage

Commenced on 3rd June; positive feedback from patients, GP's, reception staff.

Fiona reported that patients that need to be seen are seen by the triage GP. A lot of conditions/situations dealt with over the telephone with patients. Calls being answered more promptly, as the queue is so reduced first thing in the morning.

Notices displayed in reception area and website has been updated with full details. Practice newsletter currently being edited.

7 NHS ASK APP – Good feedback about the Hilly Fields and Brockley practices' usage from One Health Lewisham. More patients are registering for the app which gives you a symptom checker and can book you an appointment if needed.

8 Reception confidentiality in waiting room.

Action JH/FB/CS to discuss further.

Reception to continue to write on board if GP is running late and to verbally notify patients.

Date of next meeting – this was confirmed as Tuesday 8th October.