

Patient Participation Group (PPG)
Hilly Fields Medical Centre

Tuesday, 23 March 2021
12:15 to 13:15
Online

Attendees

Patients

John Keidan – Chair
Symon Knightswood – Vice Chair
Anne Howarth
Annette Jeanes
Roger Stocker
Alison Stone
Richard Sutton

Practice

Abbie Birks – Secretary
Fiona Burke – Senior Administrator
Sonya Ghatahora – GP
Jacqueline Henty – Practice Manager
Diane Panter – Administrator
Dr Olek Sobolewski – GP
Colin Stears – Managing Partner, The Lewisham Care Partnership

1.	Welcome and Introductions The Chair welcomed all attendees and a brief round of introductions took place.
2.	Apologies Apologies were received from Frances Angell and Aiysha Saleemi.
3.	Minutes of the PPG Meeting of 17 November 2020 The minutes were approved. Ways of Working document This item was not covered. Matters arising from the 17 November 2020 meeting <ul style="list-style-type: none">▪ Survey of clinicians' experience An action from the November meeting was for Dr Sharma and the Practice staff to consider the PPG conducting a short survey to obtain clinicians' experience of how patients are feeling about the service. The Practice has not yet had time to take this forward. The PPG wanted an informal approach, via a discussion with doctors first. Colin suggested this should go across the clinical spectrum, not just GPs. Action: <ul style="list-style-type: none">- Colin will ask all staff to give three key points they receive feedback on from Practice. They will do this if feasible with current work pressures. Blood pressure monitoring <ul style="list-style-type: none">▪ An action from the November meeting was for the Practice to consider sending guidance to patients who need to buy a blood pressure monitoring machine and consider adding a link to the website, of

information on the British Heart Foundation's website.

Colin will check what has happened with this and report back.

Action:

- **Colin will check what has happened with regard to the Practice's guidance about blood pressure monitoring and will report back to the PPG.**

4. Update Report from the Practice

- **Volunteers for the COVID-19 vaccination clinics**

Colin advised that Juliet at OneHealth Lewisham is coordinating this across the whole of Lewisham, for the four Lewisham centres that are delivering vaccines. There is no direct volunteering via the Practice.

Dr Sobolewski reported back on the smooth running of the vaccination programme at St Johns, which he experienced in person on Friday.

John acknowledged the hard work of all Practice staff and asked for the PPG's thanks to be passed to colleagues.

- **'Super Merger' and the PPG**

Due to COVID-19 the CCG has asked for the merger to be delayed and the deadline is now the end of September 2021, rather than April 2021. The merger is approved in principle.

It is important that the PPG is structured at site level, as well as an overarching PPG. The CCG thinks this is a good idea. John requested that the PPG be involved in the higher-level discussions about the PPG. Colin will send information to all five PPGs, with a broad outline for review and discussion.

Action:

- **Colin will involve the five PPGs in the development and structure of the over-arching PPG.**

- **Timetabling second COVID-19 vaccinations**

The Practice is using the Pfizer-BioNTech vaccine, with no delivery problems at present. The Practice is being told to stand down vaccines in April. There are no problems with second doses.

- **Information on the TLCP merger**

During April, the new pharmacy hub will be set up at St Johns and patients will be directed there. There will be a lot more access to pharmacists.

The Practice is hoping that towards the end of May, all secondary referrals will be done from a central base at Hilly Fields. They are starting to work much more horizontally across the five sites. It will probably take a year to complete totally and will enable better use of resources, pushing these more into the clinical area, rather than back office. There is a 'no redundancy' policy and staff have been given a pay award, backdated to last April (the pay award will be received on 24.03.21).

- **How many patients, if any, the Practice has lost following Brockley Road closing**

All together 300 patients have left, which is partly associated with a cleansing and updating of the Practice's patient records.

Incidentally, all medical records from Brockley Road were digitised. The digitisation of medical records is continuing, with Hilly Fields next. Regarding full access to the record, this will be possible, but is a meaty piece of work as it is imperative that information about third parties, or information that could be detrimental to a patient, is not included.

	<ul style="list-style-type: none"> • Phone system By the end of April all of the sites will have a new telephone platform. Everyone will see and hear the same message.
5.	<p>Accessing appointments</p> <p>The PPG has recently written to Jacqui, with a summary of challenges around booking appointments, alongside positive experiences. Jacqui responded to the email with detailed reasons for the challenges. The email conversation was circulated to the PPG ahead of the meeting. Jacqui gave an overview during the meeting.</p> <p>The telephone system is working very badly at the moment but is out of contract and so cannot be fixed. Jacqui asked for more information about the problem with the recorded message. John explained that while waiting on the telephone, the message is constantly repeated, which makes waiting uncomfortable.</p> <p>Colin advised that, as a group, they have set up back-to-site working. Once the law changes, hopefully on 21 June, there will no longer be COVID-19 emergency rules. NHS England has requested that, from 01 April, the Practice should return to 'business as usual'. This will of course not be business as it was, prior to COVID-19.</p>
6.	<p>Signposting to independent providers</p> <p>The PPG has written to Jacqui to enquire how the list of independent providers is compiled. Jacqui had advised that the Practice does not provide this information, it is supplied by NHS England. Colin advised that he will be reviewing the website and understands that the way it is at the moment implies that the Practice is recommending the providers, which is not the case. It was also noted that the listing of practitioners is selective, and not a complete list.</p>
7.	<p>Accessing medical records online</p> <p>Accessing records online and being referred to private companies has been raised by the PPG. Colin highlighted complications around accessing the data online and requires further information about the difficulties.</p> <p>There are two types of access: a patient wishing to access their record online or a patient wishing to view their entire medical record.</p> <p>The Practice explained the procedures for patients requesting access to their medical records. This process can be time consuming, particularly if the medical record is in paper form.</p> <p>Action:</p> <ul style="list-style-type: none"> - Colin will look into the difficulties patients are having accessing medical records online and will report back to the PPG.
8.	<p>Facebook and social media</p> <p>This item was not discussed, due to time and will be the first item on the May agenda. In the meantime, Jacqui and Colin will further discuss.</p> <p>Action:</p> <ul style="list-style-type: none"> - John will ensure that 'Facebook and social media' will be the first agenda item on the 11 May meeting.

9.	Updates: <ul style="list-style-type: none">- PPG newsletter- Practice website <p>This item was not discussed, due to time.</p>
10.	Any other business <p>This item was not discussed, due to time.</p>
11.	Dates of future meetings <p>The proposed dates are:</p> <ul style="list-style-type: none">- Tuesday, 11 May- Tuesday, 13 July- Tuesday, 14 September- Tuesday, 09 November. <p>John asked the Practice staff if they were comfortable with the dates. After a brief discussion, the dates were agreed. If there is not enough content the meeting can finish earlier. It was felt by the patients that it would be good if the meeting goes ahead, as at the very least, the patients can give the Practice reassurance and moral support.</p>