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WESTWOOD PATIENT PARTICPATION GROUP

OPEN MEETING FEBRUARY 8TH 2017

Attended – Roberta Michalski, Heather Spittles, Iris Dalton, Lynn Cull, John Abbott, John Hemmings, Guy Beattie

Practice Representatives – Andrew McMenemy (PM) Adele Metcalf (Reception) and Dr Moir

AJM opened the meeting by thanking all for their attendance. The Practice had expected to see more people in attendance, as there had been interest from around 20 people from the text message that had been sent. AJM gave an overview of the previous PPG, the work it had done, and what we hoped to achieve from a new group of people.

AJM advised the group of the current make up of clinicians, and expanded upon the role of the Clinical Pharmacist, a role that the Practice was piloting at present. AJM noted to the group, that it was becoming more and more difficult to recruit, and that in the years ahead, General Practice would have to diversify, and look at different roles and functions that could be brought into Practice to hope cope with increasing demand. AJM confirmed that the Practice currently had 3 GP's these being Dr Moir who was the Senior Partner, Dr Lim and Dr Toquero (previously known as Letton). AJM explained that the Westwood Practice was also a training Practice and that Dr Moir was the lead for training of registrars at the Practice. Dr Todd the previous Registrar at the Practice had left in December to have a baby, and that the next Registrar was due later in the year.

All members were asked initially to give a view of how they felt about the Practice, and overall the impression was positive. Some of the members felt that messages were not always noted on repeat prescriptions, and AJM would mention this. Appointments and getting through on the telephone was also an issue. The Practice was aware of this, and AJM advised the group of some of the difficulties that they had encountered in recruitment. Adverts had been on-going for around a year, and that every effort was being made to recruit, Dr Moir was leading on this, and it was hoped that new GP's would be joining in the future, either as long term locums, or as salaried GP's with a view to becoming a partner of the Practice.

The new members also felt that communication needed to be improved, not all the group knew the makeup of the Doctors, and it was felt that a newsletter would be a good way of ensuring that patients were kept up to date.

In addition whilst the text messaging service was accepted as good, the group like the Practice felt that it did not quite reach the entire demography of the Practice. It was felt that a TV Screen or monitor could help with communication, as well as being able to promote the development of the PPG.

AJM was asked about 'who the named GP was', and he explained that all patients were allocated a named GP. This was a contractual requirement and had to be implemented by 31st March 2016. AJM noted to the group that the named GP was the one that was accountable to ensure that services were provided, but it did not restrict patients to whom they could be seen.

Members of the group were already active in other areas, Lynn Cull worked with Age UK, John Hemmings was involved in 'Men in Sheds', and Guy Beattie who had been part of the previous Westwood PPG was involved in 'Walking for Health' 'Ace of Hearts' and other local projects.

It was felt that a TV Screen or monitor could help with communication, as well as being able to promote the development of the PPG, and to support the areas that John, Lynn and Guy were involved in.

AJM said that we wanted to support these local initiatives, and that the PPG would be welcomed to support these within the Practice. It could be that the waiting room at Westwood or Pickford could be used to hold events that would promote the relevant organisations to the patients of the Practice. It was also mentioned that involving local schools could be a good idea.

Going forward the Practice wanted the PPG to take control, it needed 3 key roles, those being a chairman, a secretary (minute taker) and a treasurer. AJM felt that there may be some minimal funds still within the previous PPG. However it was noted that the new group was not representative in terms of age and ethnicity, and that a good PPG would be made up of differing ages, ethnicities, as well as patients with Chronic Diseases. AJM felt that some of the people who had not attended did fit this criteria, and whilst they had not attended, he would still be sending copies of minutes as well as extending an invitation to the next meeting.

AJM felt that the PPG needed to be a voice for the patients, but needed to be seen in the Practice, maybe canvassing patient opinion on what was good, what was not working well, as well as taking onboard ideas for improvement, or carrying out the odd patient survey.

AJM asked the group to have a look at the Practice website, Dr Moir gave an overview of the drive by Bexley CCG towards online Consultation systems in every Practice and that Bexley CCG had secured funding to support the roll out over the next 3 years. This technology should improve demand management at practice level and help reduce the need for GP face to face appointments.

**Date of Next Meeting Wednesday April 12th 2017 at 7pm
At the Westwood Surgery**