

Beaconsfield Road Surgery PPG Group initial Meeting

Monday 1st October 2018 2pm - 3.15pm

Aim of meeting

To form a new Patient Participation Group

Present

*Anonymised

Apologies for Absence

*Anonymised

1) Lynne Mitchell opened the meeting at 2pm and asked everybody if they would be willing to share their email and phone numbers within the group and if so to sign in. She then asked everybody to introduce themselves.

2) Lynne then gave a brief resume on the history of the Beaconsfield Road PPG and the need to form a new PPG including patients using all three sites. She then gave a brief explanation of what a PPG was, which she had downloaded from the internet.

3) Dr Radia then joined us and gave us an introduction to Care Navigation. He also asked for the PPG's support in encouraging patients to purchase their own 'over the counter' medication as the practice has one of the highest bills locally for this type of prescription and it one way that the NHS overall can save money.

4) We were then joined by Sue Chambers who is a Community Connector for the CCG, and her colleague. They both gave an explanation of how Care Navigation would work within the practice. Pilot schemes have taken place in various areas and it is hoped that the scheme will be rolled out in our area soon.

Practice staff will be trained to ask specific questions when a patient asks for an appointment to point them in the right direction to access the appropriate care professional. Practice Nurse, Pharmacist, Physiotherapist, or the right team, Emergency Dentist, Southdown Community Connectors, Health in Mind, Community Pharmacy, Minor Eye Conditions service.

It will always be the patients prerogative to ask to see their GP. but this would free up GP time considerably. Hopefully by up to 20%.

Dr Radia asked for the PPG to support the practice in this scheme, which he received unanimously from the PPG.

He was asked if information could be posted in all surgeries and on-line as to who the 'in house' care professionals were and their specialities so that patients could see what their options were.

A question was asked as to information about differing routes to care professionals and groups for people who, for one reason or another, were not registered with a GP. We were assured that all places where treatment could be accessed would have this information readily available.

Dr Parker also asked if there would be a self navigation route available to people booking on-line appointments and she was assured that this was something that was being looked into.

AOB

1) The time and frequency of PPG meetings was discussed and it was agreed that the PPG would meet approximately 10 times a year, on alternate afternoon and evenings. Ore surgery being available on a Tuesday evening and Beaconsfield Road on a Thursday evening, with afternoons available at various times. Little Ridge has no evening surgery.

2) Dr Radia then brought us up to date on the progress of the new surgery on the 'brown field site' below the South Coast College in Parker Road. He said, progress was slow but positive, with planning permission granted and tenders for construction being sought. Hopefully there would then be agreement by NHS England to release funds for building to start. He also confirmed that this would mean the closure of all three current sites.

3) Dr Radia also gave us information regarding new members of staff. The surgery now has three pharmacists who will help deal with repeat prescriptions making this process much quicker. They are also qualified to do clinical updates, the need for blood pressure checks, routine blood tests, etc. It was also asked if the PPG could help promote the use of the 'electronic prescription service' which enables patients to nominate a Chemist that their prescriptions are automatically sent to. This, of course, also saves a great deal of time for the practice as a whole.

We also have a Paramedic practitioner who will help deal with clinical assessments among other things.

Dr Radia also informed us that his cousin Dr Chandni Radia will also be joining the practice.

4) Sue and Jackie introduced themselves to everybody as our liaison members of the practice and confirmed that the newsletter was available by email via the website.

It was also confirmed that Beaconsfield Road Surgery now has one phone number 01424755355 and you are then directed to the surgery site you require.

5) Dr Radia asked if the subject of DNA (Did not attend) could be discussed at the next meeting.

6) The PPG praised all surgery staff for their politeness and hard work.

The meeting was closed at 3.20pm

Our next meeting was fixed for 6th November at 6.30pm at Ore.

