

South Norwood Hill Medical Centre
Minutes of PPG Meeting held on 24th June 2024

Members present

Julie C (Chair)

Olga M (Minutes)

Pauline S

Dave J (New member)

Dr J Ojo

Dr I Ojo (Additionally Practice Manager)

Apologies for absence

Grace R

Carole B

Matters arising from previous meeting 22nd April 2024

- Dave thanked for joining the group and bringing a broad range of concerns to the attention of Drs Ojo. They were grateful for his contribution.
- Dr J Ojo expressed gratitude for the successful, Marketing Campaign which has resulted in raising awareness of patients who are pleased to be represented.
- Those present introduced themselves and listed their credentials and vast experience.
- Date has been arranged for the Garden Party: 27 July 2024
- Event entitled Promoting Patient Engagement
- Subtext: Chill out with Practice staff and meet the PPG.
- 12:00 – 2:00 pm
- Flyer to be created and circulated, including to anyone who, over the course of the Marketing Campaign, expressed interest in joining the PPG. Olga will pass on her list of potential PPG members and their contact details to Dr I Ojo as asked.
- Croydon PPG Network meeting scheduled for 3 July '24. Julie Cook will relay SNHMC's ongoing activities to improve recruitment to PPG. She will report back any useful information gleaned from the Network meeting, straight away.

Minutes

Part A: Leadership and Management of Practice

CQC Update

- Portal has been suspended as a result of continuing problems with accessing the site. Dr I Ojo explained that the excessive workload involved in keeping on top of ongoing changes to modus of uploading data necessary. The intention is to standardise approaches and offer a more structured way of collating data. However, updating involves a great deal of time and effort.
- No date for a visit has been notified: practices in Croydon and Coulsdon have been visited.

Staffing

- No significant changes to staff. One staff member going on maternity leave in two weeks and another late in the year.
- Currently 2- full days on offer (Monday and Friday) with some catch up. Person interviewed but needs to be offered more hours to make it an attractive proposition— both posts are part time. Looking to use more IT for administrative work which can potentially resolve the situation.
- PCN attempting to develop a multidisciplinary approach (Crystal Palace Hub), coordinated by South West Partnership to address these challenges. There have been several weekly meetings: it is early days, but the indicators are encouraging. Central focus includes:
 - Care navigation
 - Review of missed call
 - Working towards admission avoidance

Part B: Patient Specific Issues

Patient Communication

- Dave reiterated his disgruntlement with attempts to make appointments, including disparities between telephone and website messages on how appointments may be booked.
- Drs Ojo advised that there have been some teething problems with the Ask First system, which needs fine tuning. So far no one has been compromised by flaws in the system. Meetings have been held in an effort to rectify the situation. Ongoing mapping across all clinics to ensure that any routine GP appointments, for example, can be re-configured

- Praise for Staff S on the reception desk. His work has been commented upon by a sizeable number of patients.
- A need to investigate some issues arising from patients not hearing the same number of telephone rings as does the GP.
- Staff to be reminded to follow proper procedures and protocols when patients are needing to receive specialist information.
- Patient access throwing up one or two difficulties: some attention needs to be awarded to decision making around access, so that it is less generic and more specific to the needs and socioeconomic circumstances of the patient body. Representations can be made to the PCN who are accountable for the proper operation of the ecosystem pertaining to patient access.

Covid 19 and other communicable diseases

- Practice operates within a set of criteria that prioritises the needs of vulnerable individuals. Patients in this category have been invited for vaccination. Uptake is not as good as was previously the case. The fear factor is no longer a driver in the uptake of immunisation.
- Child Immunisation Coordinator in Croydon manages matters relating to childhood vaccination programmes, including MMR; diphtheria which is re-emerging and whooping cough. Pregnant women are at particular risk from these infections. Vaccine history is requested from new patients to ensure that children are offered outstanding immunisation.
- The shingles vaccine is offered to older patients and preparation for the flu season is in place; fewer orders have requested (50% of potential uptake) to avoid wastage.

AOB

- Costs incurred by patients entitled to free prescriptions who visit the pharmacist for minor ailments. At present some 80% of patients are sent back to the GP on visiting the pharmacist.
- Patients with mobility issues may find climbing stairs for appointments with clinicians housed on the first floor problematic. This should be flagged up by 'patient alert.'
- Minutes of PPG meetings yet to appear on the website.

Date and time of next meeting: Monday 9 September 2024 at 5:30 pm.

Olga M

03 September 2024.