

.PATIENT PARTICIPATION GROUP

Old Coulsdon Medical Practice

Minutes of the Meeting held on Monday 18th November 2019
at Old Coulsdon Medical Practice

Present: Brenda Quelch-Brown (BQB), Geoff Bell (GB), Tom Harrison (TH), Agah Hassan (AH), Maureen Levy (ML), Derek Bird (DB), Denise Fonseca (DF), Jenifer Hanan (JH) Anne Millar (AM), Valerie Willis-Skinner (VWS), Arif Ladha (AL), Dr Randle (SR) Dr Fran Germain, Registrar,

Agenda Item	Details	Action
1.	Apologies for absence: Richard Hoffman, Neil Singleton	
2.	Minutes of meeting held on 15th October 2019 - Agreed	
3.	Matters Arising Carer's Event 16 th October: The event was well attended.. Dr Thanan gave an interesting presentation as did Amy Deakin of the Croydon Support Centre. The presentation by Liza Castellino, an Expert Carer was quite inspiring as well as informative. Several Carers spoke with her at the end of the event. Sepsis Presentation 4 th November. Attendance was good considering the weather. Presentations were extremely interesting and informative. There has been good feedback from several attendees which has been passed to both presenters. Transport. Paul Macey Social Prescribing Team Leader is writing on behalf of the PPG and several other organisations who had also expressed similar concerns about lack of transport availability, particularly during the middle of the day. He had also agreed to write to Dial-a-Ride. A response is awaited. Transport Royal Marsden Hospital, Sutton – Contact with the RMH resulted in a negative response. They do have some volunteer drivers, but at present are unable to assist as they have difficulty in recruiting drivers willing to give of their time. A telephone call had also been made to one of the local taxi companies, again a negative response. TH advised that the problems he had experienced with booking appointment etc online have all been resolved.	
4.	Social Prescribing – Toldene Court BQB had organized through the Social Prescribing programme for an Exercise session to take place weekly on a Tuesday afternoon. The manager had reported that residents who had attended enjoyed the session. The Craft sessions continue monthly. The concert took place on Saturday afternoon, 16 th October. Whilst there seemed little response from the 28 residents present, they asked when the ladies would be coming back.	
5.	Primary Care Network/PPG Chairs Meeting BQB had met with the Chairs of the 4 other practices in our Primary Care Network, The meeting had been constructive. We are looking at the possibility of setting up a joint initiative. BQB wished to withdraw a comment made in the July minutes that Selsdon Medical PPG were not active. This was in fact incorrect information. Selsdon Medical does have an active	

	PPG. BQB had extended apologies to the Chair for this misinformation.	
6.	<p>Patient Experience</p> <p>Revised draft questions were tabled. Extensive discussion took place. BQB informed that the purpose of the exercise was not only to establish a patient's experience of their visit but also to encourage more patients to request repeat medication as well as book appointments online, unless it was a matter of urgency.</p> <p>The exercise will commence in January and a rota set up as soon as confirmation of best day and consulting room availability is established.</p>	
7	<p>Practice Update</p> <p>SR practices are advised of the number of A & E attendances. The weekend attendances were much higher than usual. Drug shortage may have an impact for practices. HRT illegal when exported from the UK. Annual drug bill in region of £250m. Our annual drug expenditure is approximately £1m.</p>	
8	<p>Any Other Business</p> <p>DB questioned Postcode Borders. A patient living on the border of Old Coulsdon, went to Caterham Dene and was told the practice should have seen her. She was advised to be seen at the practice within 5 days, however she could only get an appointment in 10days, thus re-dressing was 5 days later than should have been. The update is that the wound became ulcerated. She has since been back to OCMP every few days and is very happy with the treatment she is receiving, but the 5day delay obviously didn't help. What should a person do in such circumstances and should not staff at either end be more aware of procedures? Why not messages sent as if you were attending Purley W.M. Hospital for an x-ray. SR The practice now has protected slots that can only be booked by nurses. There are no borders at A & E and the information issued by Caterham Dene was incorrect.</p>	
9	<p>Dates of next meeting:</p> <p>Future meeting dates Tuesday 21st January 2020 at 6.30pm Monday 17th February at 6.30pm Tuesday 17th March at 6.30pm</p>	