

Patient Participation Group Meeting

Tuesday 10 December 2019

The Argyle Surgery (Waiting Room)

19:00-20:30

AGENDA

1.	Welcome and Apologies for Absence		19:00-19:05
2.	Minutes of PPG Meeting 29 October 2019 Matters arising not on the main agenda <ul style="list-style-type: none"> • CCG PERF Membership 	Attached	19:05-19:10
3.	PPG Work Plan <ul style="list-style-type: none"> a) The Argyle Surgery Building <ul style="list-style-type: none"> • Update (AG/FF) 	Verbal	19:10-19:30
4.	Surgery News (FF)	Verbal	19:30-19:45
5.	Engaging the wider membership of the PPG/Patients <ul style="list-style-type: none"> a) Review Patient Leaflet (FF/TB) b) Winter 2019 Newsletter (AG) c) Feedback from Patient Event 22 November 2019 (FF/TB) 	Verbal Verbal Verbal	19:45-20:15
7.	Any other business and agenda items for future meeting	Verbal	20:15-20:30
8.	Date of next meetings;		
	21 January 2020 14 July 2020 3 March 2020 3 September 2020 21 April 2020 15 October 2020 2 June 2020 6 November 2020		

**Minutes of Patient Participation Group
Meeting held on
Tuesday 29 October 2019
at 19:00 in The Argyle Surgery (Waiting Room)**

PRESENT: Alex Gerlis (Chair) (AG)
John Rushton (JR)
Philip Sindall (PS)
Jas Gill (JG)
Renuka Chandrasekhar (RC)

In Attendance: Farid Fouladinejad (COO Argyle Health Group)
Tom Bewes (PA Argyle Health Group) (TB)

Min No	Minute	Action
45/2019	<p>1. Welcome and Apologies for Absence</p> <p>AG opened the meeting by welcoming PPG members JR, PS, JG and RC. Anne Costello and Rani Atma sent their apologies.</p>	
46/2019	<p>2. Minutes of 13 August 2019 and Matters arising not on the main agenda</p> <p>The minutes of the previous PPG meeting were approved as accurate subject to the following amendments:</p> <p>Minute No. 41/2019 Item 5 – Ten pre-registered pharmacists have started their training to be clinical Pharmacists with Argyle and not 12 as stated.</p> <p>Minute No.44/2019 Item 6 – It is Dr Down, GP Partner at The Argyle Surgery, and not as stated Dr Downs who has come up with the idea for The Argyle Surgery Choir.</p> <p>Matters arising not on the main agenda (not discussed at 29/10/19 meeting)</p> <ul style="list-style-type: none"> • CCG PERF Membership • Proposed move of Moorfields Eye Services • PPG Self Care Week (November 2019) 	<p>AC</p> <p>AC</p> <p>AC</p>
47/2019	<p>3. PPG Work Plan – The Argyle Surgery Building Update</p> <p>FF updated the PPG members the latest news on the search for new surgery premises. The situation is largely unchanged since the previous meeting and Argyle Health Group (AHG) is still in very early discussions with developers in West Ealing such as those behind the development in Manor Road and the development known as Copley Hanwell.</p> <p>Both these schemes could be ready by 2024 and so FF stated that AHG are looking at building work to improve the electricity supply and plumbing to the existing surgery building. The loft will also be renovated so that more admin/office space can be moved there to enable another clinic room and toilet to be added to the first floor.</p> <p>The PPG members discussed whether it would be better to make more extensive renovations for example demolishing the staircase and adding a lift. FF replied that AHG has explored many options but the limiting factor is that the Surgery has to remain open while building works take place and also that it would not be economic to do extensive work that will only be used for 2-4 years at the most.</p>	

	<p>Building work will start in December and will last for next three to four months. While work will hopefully seem minimal from patient perspective it is essential to keeping the building going for the next four years.</p> <p>RC asked if clinics at the surgery would need to be reduced while this work takes place. FF explained that the Surgery will limit the amount of patients needing to access the building as far as possible by using the consulting rooms at Terry's Pharmacy in Castle Hill Parade, by running telephone triage consultations and by automating the repeat prescription process to avoid patients needing to re-order in person.</p>	
48/2019	<p>4. Surgery News</p> <p>a) Clinical Pharmacists at The Argyle Surgery</p> <p>The PPG discussed the role of clinical pharmacists at the Surgery with AG asking if patient could phone to speak to a pharmacist if they have a query about their medication. FF stated that it depends on the query but patients should not have to come in to see a GP if they need to have their medication changed and reception know to book patients with a clinical pharmacist if they phone with a medication query. FF said that the pharmacists deal almost exclusively with patients with long term conditions such as asthma and diabetes. RC added that it would be good to add this to the patient leaflet as many patients won't know that they can book an appointment with a pharmacist. FF replied that most patients currently booked with a pharmacist will have been called in by the surgery.</p> <p>Finally FF gave an update on up-coming changes to prescribing which include allowing controlled drugs to be prescribed electronically and that patients can now pick up a prescription from practically any pharmacy they choose as long as they have the correct ID.</p> <p>b) NHS Campaigns</p> <p>The PPG went onto look at the current NHS Winter campaign. The surgery has received all supplies of the three types of flu vaccine made available this year (trivalent vaccine for over 65's, quadrivalent vaccine for under 65's and a nasal spray for children). The Surgery has completed its targeted campaign for over 65's especially those in this age group who have other health conditions. The under 65's are now being contacted. FF explained that Australia was hit hard by flu during our summer and the expectation is the same will happen here.</p> <p>Other current NHS campaigns were discussed such as the adverts on television for the NHS 111 service and appointments booked at NHS Hub practices for patients needing to be seen out of normal GP opening hours. AG & RC enquired if the 111 service could book hub practice appointments for patients and FF explained that the 111 service is able to offer more hub appointments than a patient's GP Surgery can.</p> <p>Finally, the PPG discussed the antibiotics campaign which aims to raise awareness about the over-prescription of antibiotics. FF said that many patients expect to be prescribed an antibiotic but may not actually have a bacterial infection and therefore antibiotic medication will not be effective.</p>	FF/TB
49/2019	<p>5. Engaging the wider membership of the PPG/Patients</p> <p>a) Review Patient Leaflet</p> <p>FF discussed that the surgery may need more than one patient leaflet and it might be more useful to for patients to have guides on a number of topics e.g. how to book appointments and how to order prescriptions. JG agreed and said the surgery could have different leaflets aimed at elderly and young patients – FF to action.</p> <p>AG asked if there was a leaflet about the PPG. A leaflet was made for the PPG at the Argyle Health Isleworth Practice and TB will forward this to AG.</p> <p>b) Autumn 2019 Newsletter</p> <p>FF thought that we have enough content for the 2nd edition of the newsletter although AG said he thought more work needed to be done.</p> <p>FF to provide article for newsletter about prescribing.</p> <p>TB to check with ME (Practice Manager at The Argyle Surgery) if AC interview with Dr Abas is complete.</p>	<p>FF</p> <p>TB</p> <p>FF</p> <p>FF</p> <p>TB</p>

	<p>TB to check with SA (Clinical Pharmacist at The Argyle Surgery) if she could be interviewed by AG for newsletter.</p> <p>c) Patient Event 22nd November 2019</p> <p>The Argyle Surgery is planning an event for patients and their families, friends and carers around the theme of end of life care. The event is titled 'Preparing for Tomorrow' and will enable patients preparing for the final stages of life to meet doctors, charities and other organisations who can help.</p> <p>The PPG was asked if any members could help the surgery run the event. Unfortunately many of the committee members were unavailable at the time the event would be running but JR volunteered and RC asked to be kept informed.</p>	TB
50/2019	<p>Any other business and agenda items for future meetings:</p> <p>a) 2020 PPG Meeting dates</p> <p>Proposed dates for PPG meetings in 2020 were briefly discussed (21st Jan, 3rd March, 21st April, 2nd June, 14th July, 3rd Sept, 15th Oct, 26th Nov). The list of dates will be sent to the committee members to decide if they are suitable.</p>	TB
50/2019	<p>5. Date of next meeting:</p> <p>10 December 2019 – 19:00-20:30</p>	

There being no other business the meeting ended at 20:30