

Report from the Patient Participation Group Meeting of 25th September 2019

At the meeting held on 25th September 2019 the following subjects were discussed:

Actions from previous meeting:

- The gardener has trimmed the hedges at the front of the surgery.
- An analysis of the ages of group members showed that the group represents older patients better than younger.
- The Information Commissioner's Office website does not have many usable examples.

Services Available

MRI scans

Dr Sharma confirmed that general practices don't have direct access to MRI. Patients have to go via the physiotherapy service so that they have a report from a physiotherapist. They and the pain clinic can refer for MRIs.

Blood pressure testing

If a patient asks a doctor to take their blood pressure they may have it done by the doctor, or the doctor may direct the patient to the blood pressure machine in the reception area.

Chiropody

There is no chiropody service based at the surgery.

Counsellor

There is a counsellor based at the surgery and doctors refer to this service.

Primary Care Network

The London Lane Clinic is part of a Primary Care Network (PCN) called Bromley Connect PCN which is made up of the London Lane Clinic, South View Surgery and Dysart Surgery. Jointly the PCN has recruited a Clinical Pharmacist who will work 1½ days a week in each surgery. GPs will refer patients needing medication reviews to her. Her name is Ruhina Kassam and she is starting on 1st October 2019.

Active Signposting

Active Signposting is the name given to reception staff advising patients of different services and health professionals they can consult rather than the doctor. It requires the receptionist to ask the patient about why they are calling. There were some misgivings amongst the Patient Participation Group about this. SA said most patients have been fine about being asked. A couple of times patients have said that it was personal and so have declined to answer.

Physician Associate

This is a role that works alongside doctors and is similar to nurse practitioners. They can prescribe. They are upskilled beyond the level of a nurse. There is a remit of conditions that they would look after. The surgery is not recruiting a physician associate at the moment but may consider it at some future time.

Staff changes

The reception manager is leaving in mid-October. A new Reception Manager is being recruited.

Dr Sharma is leaving at the beginning of November.

Dr Djangmah is going to be Senior Partner.

Dr Taylor will be replacing Dr Sharma as the doctor representative on the PPG.

Action Plan

Action: IS to send the extract from Information Commissioners Office to the practice manager.