

Report from the Patient Participation Group Meeting of 5th June 2019

At the meeting held on 5th June 2019 the following subjects were discussed:

Actions from previous meeting:

- It was confirmed the hand cleanser had been moved so it is now immediately next to the checking-in machine.
- Information on which travel vaccinations are free has been put on the practice website.
- A further quote for removal of the tree stump was obtained which was for £1500.

Yellow lines outside the surgery

The Group would like the zig zag lines to be replaced by yellow lines, as it appears that people take them more seriously, while parking on the zig zag lines. However, the council turned down the surgery's application to extend the yellow lines.

Hedge

It was pointed out that the hedge at the front of the surgery is now overhanging the pavement.

Tree stump at front of surgery

The matter of the tree stump and its removal was raised again and Ian Smith offered to obtain another quote from a contact known to him.

Primary Care Networks (PCNs)

The practice manager explained that in March all practices in Bromley were told by the Bromley CCG to arrange with each other to join up in groups. The groups are to be called Primary Care Networks and must have a minimum of 30,000 patients each. Practices were given two weeks to do this and notify the authorities who they had joined with. There was no choice in this. London Lane Clinic has joined up with Dysart surgery and Southview surgery.

Members asked what the purpose of PCNs is. The practice manager said it may be so that the stronger practices improve the standards of the weaker practices and/or it may be to set up general practice for privatisation by large companies.

Primary Care Networks have been given two areas to work co-operatively together on:

1. Extended hours: they will be expected to join together when providing extended hours, so that if there is a surgery that doesn't offer evenings and Saturday appointments to their patients, the other practices in their PCN will see their patients for them. The London Lane Clinic, Dysart Surgery and Southview Surgery all already provide their own extended hours and will continue to see their own patients, so there will be no change for our patients.
2. Employment of a pharmacist: PCNs will be expected to jointly employ a pharmacist to work a few days a week in each practice. The Group asked what a pharmacist

would do in a practice. It is early days yet, so it is not absolutely certain. Dr Sharma said that currently doctors deal with medication issues that don't necessarily need doctor input. The pharmacist would probably do work such as medication reviews. They would not take over the doctors' work and are not expected to see patients. Group members expressed concern about the idea of a pharmacist doing a doctor's work.

As this is a political initiative it could be overtaken by political events over time and not come to fruition.

Group membership

JP asked about using a virtual group. IS commented there was a risk attached to using the internet and personal details being exposed.

The idea of having meetings at a later time was discussed. It was suggested that younger people may not want to come out at 7pm after work. The members present said they did not want a later start time.

IS suggested doing a survey of younger people to see if they would be interested – age 16-50. This could be done during the late evening surgeries which tend to have working age patients attending.

JP pointed out that older people have the most health problems.

It was suggested we have a group of people who just receive minutes.

IS requested a graph of the age of attendees.

Action Plan

- IS to approach the local ward councillor about this.
- Practice Manager to ask the gardeners to trim the hedge at the front of the surgery.
- IS to look at the Information Commissioners Office website to see if there are any relevant examples of information breaches that we can learn from.
- Practice to do survey of younger people.
- Practice Manager to produce an analysis of group member ages.