**Forge Close Surgery Patient Group**

**Meeting Minutes**

**Forge Close Surgery**

**14 September 2023, 7pm**

**Attendees:**

Stanley Bradshaw (Chair), Dr Mano Mageson, Orla Penruddocke, Tricia Bacca, Joy Halligan (Acting Secretary),Gail Hilder, Andrew Ramsay, Harry Shannon and Claire Smith.

**1 Apologies for absence**

Apologies have been received from Deirdre Bainbridge, Doreen Hobbs, Mary Mills Nicola Mushet and Wen Wong.

**2 Minutes of previous meeting and Action Points**

The minutes of the previous meeting on 7 June 2023 were agreed.

The Action Points from the previous meeting were discussed:

* Members of the Group were asked to feed back any comments or suggestions about the Surgery’s new website to Dr Mageson. This was dealt with under item 5 of the agenda.
* Dr Mageson reported that a new Director of the Hayeswick PCN (Primary Care Network) will hopefully be in post by the end of this year and more will then be known about the relationship between Patient Groups and the PCN.
* Dr Mageson said that he hoped that the Social Prescriber will be able to attend the next meeting of the Group to explain her role in more detail.
* Dr Mageson has not received a reply from NHS.net to his request for a new email address to be created for the Patient Group, to avoid patients leaving messages for the surgery in error. He will chase it up. In the meantime, Orla confirmed that she has put an automatic response onto the Patient Group email, making it clear that it is not a means of communication to the surgery.

**3 Dr Mageson’s Surgery Update**

Dr Mageson said that the noticeboards in the waiting room will be moved in two weeks’ time and there will be a board for use by the Patient Group.

There was some discussion about the role of the Social Prescriber provided via Hayeswick PCN. Dr Mageson said that the role is to support patients, their carers and families to signpost services available. Patients can call the surgery and will normally be able to secure a telephone or face to face appointment with her within a week. It was generally agreed within the Group that the Social Prescriber role would benefit from a higher profile and a poster in the waiting room would be a means of achieving this.

Dr Mageson said that this also applied to the other new roles in the surgery, such as the Paramedic and Mental Health Practitioner. Ways in which patients can more easily get to see these clinicians are still being worked out.

Dr Mageson stated that a programme of flu vaccinations has recently started for over 65 year olds and 18-64 year olds at higher risk with text messages and an item on the website.

The next batch of Covid vaccinations would be starting from 18 September at various venues around Bromley, but not at the surgery.

Dr Umah will be leaving the surgery in October after 2.5 years. A new salaried GP, Dr Yee, will be starting in October on Mondays and Tuesdays and recruitment will be starting for a female GP.

**4 Patient Questions**

**E-Consult**

Claire asked about why there was no access to e-consult at 8.03am that morning as all the available slots had already been taken. Dr Mageson explained that there are a set number of slots each day which come via the central e-consult service and sometimes they roll over to the next day. They have to be actioned within 2 days. He said that some patients have been found to be using e-consult as well as trying to get access to a GP on the telephone. Audits had shown that sometimes an e-consult message is equal to or longer than a face-to-face or telephone appointment. One surgery in Bromley has moved solely to e-consult but Forge Close has no plans to do this.

The general feeling in the Group was that more information should be made available on the e-consult page when the allocation is full.

**TV in the waiting area**

Gail asked if the TV was working. Dr Mageson confirmed that it was installed free of charge by the CCG (Clinical Commissioning Group) some years ago but the surgery was not interested in paying the subscription fee so the TV was left in situ.

**111**

Dr Mageson responded to a question about how many people are calling 111 by saying no statistical information is available.

**Pharmacist prescribing**

Dr Mageson was asked if there are plans in the future for Pharmacists to prescribe. He replied that this may be introduced but it should be borne in mind that many Pharmacists are working in profit-making pharmacies.

The Pharmacist currently working in surgeries are able to prescribe but in Forge Close the Pharmacist is carrying out annual medication reviews, to ensure that medication is safe and being taken appropriately. Their focus is on the safety of the medication, not the patient’s condition, in line with government policy for this role.

**5 Communication**

**Patient Group Directory**

Harry reported that he had been contacted by a representative of the Biggin Hill Patient Group, asking for up-to-date contact details for the Forge Close Surgery group. Presumably this person was looking to update a directory of Patient Groups across Bromley which was compiled some years ago. He had forwarded the message to Stan and Orla.

It was thought that One Bromley would like to be able to communicate with Patient Groups members to pass on information.

**Feedback on the Surgery’s new website**

Orla said that she thought the website looks good and has a lot of useful content but wondered if there could be biographies for other staff, in addition to the Doctors, in the ‘Meet the Team’ section. Dr Mageson said he would put it to the staff.

Stanley said that there were no copies of recent minutes of the Patient Group on the website and Dr Mageson agreed to follow this up.

Stanley commented that the information on the website about repeat prescriptions via email is small and unclear. Dr Mageson will look at this.

Andrew said that he thought the ‘Friends & Family Test’ section on the website was mis-named. Dr Mageson agreed that this had been superseded by feedback messages via mobile phones and could be taken off. He will follow this up.

Joy raised a couple of points on Nicola’s behalf. Nicola suggested that under the section on Private Services on the website, an idea of the range of prices or exact amounts of fees charged would be helpful. Dr Mageson agreed. Nicola also thought there should be information on how to obtain free lateral flow tests but Dr Mageson confirmed these are not available from the NHS.

**6 Forge Close Talks**

Dr Mageson confirmed he is liaising with a contact at the London Bridge Hospital about arranging future talks.

Orla suggested that a talk to provide an update on Covid would be welcome, or possibly a talk by the surgery’s Social Prescriber on her role.

In response to a question from Stanley, Dr Mageson confirmed that young people in Hayes are still vaping and smoking. No proper research has been carried out on the long-term safety of vaping which is why it is not promoted on the NHS.

**7 Development of the PPG**

It was agreed that the AGM at the next meeting will be a good opportunity for the Group to set some achievable goals for the coming year. Members are asked to come to the meeting with positive suggestions. Ideas put forward were:

* Making best use of the noticeboards in the waiting room, including the one allocated to the Patient Group.
* Getting to know staff working in the surgery.
* Providing feedback on e.g. the preferred formats for offering flu vaccinations.
* Having access to collated feedback from patients on the services provided.

Harry commented that he would welcome information about planned changes to services provided by the surgery before they happen.

**8 Any Other Business**

The next meeting will be the Annual General meeting when nominations for the roles of Chair and Secretary will be required.

**General Action Points from the meeting:**

* Dr Mageson to invite the Social Prescriber to the next meeting of the Patient Group or, if that’s not possible, to ask her to write a piece about her work which could also be posted on the website.
* Dr Mageson to find out about creating a new email address for the PPG and closing the previous one.
* Dr Mageson will arrange for the website to be updated with:
  + biographies of more staff members, if the staff are in agreement
  + copies of the minutes of recent Patient Group meetings
  + an updated list of names of members of the Patient Group
  + clearer text for repeat prescriptions via email
  + removal of the Friends & Family Test section.
* Dr Mageson will circulate details of collated feedback a week or so before the next meeting.
* Members to bring ideas on goals for the Group for the coming year to the next meeting.

**Next meeting: Tuesday 28 November 2023 at 7pm at Forge Close Surgery.**