**Forge Close Surgery Patient Group**

**Meeting Minutes**

**Forge Close Surgery**

**28 November 2023, 7pm**

**Attendees:**

Stanley Bradshaw (Chair), Dr Mano Mageson, Orla Penruddocke, Tricia Bacca, Debbie Barrett, Joy Halligan (Acting Secretary), Gail Hilder, Doreen Hobbs, Mary Mills, Nicola Mushet, Andrew Ramsay, Harry Shannon, Claire Smith and Wen Wong.

In addition, Cat Kayum, Social Prescriber, Sara Mason, Assistant Practice Manager and Dr K Patel were present at the start of the meeting.

**4. The Role of the Social Prescriber**

Stanley introduced Cat and Sara to the Group and asked Cat to explain about her role as Social Prescriber at the surgery. She said that she has been employed by Hayeswick PCN (Primary Care Network) for three days per week since January 2023 and prior to that was working in a similar post in Lewisham. The role is non-clinical and focusses on connecting patients to local groups or activities to promote their health and well-being. The Social Prescriber works alongside GPs but offers people time and space to handle changes in their lifestyle which the doctor may not have time to do. Typical reasons for referral might include changing life circumstances, bereavement, divorce or retirement. People finding themselves lacking knowledge, confidence or motivation would usually benefit from time with the Social Prescriber.

Patients can be referred by the GP, by reception staff or they can self-refer. Most appointments are carried out on the telephone but home visits may be possible and face-to-face appointments can be arranged at Addington Road Surgery. There is no set number of appointments for each patient as each person will have their own individual needs. Cat said she has been getting a good number of referrals.

The question of promoting the service was discussed and Sara (Assistant Practice Manager) said that they are intending to use the new noticeboard in the waiting area and getting more information onto the surgery’s website. It is hoped to gather a selection of leaflets about local activities/groups which can either be held behind the desk or in a rack in the waiting room.

Cat said that she’s aware that Bromley Football Club is offering a range of activities locally, especially for men, and she asked that if any members of the Group are aware of new local services or groups, they should let Sara know via email at [selicb.forgeclosesurgery@nhs.net](mailto:selicb.forgeclosesurgery@nhs.net) and she’ll pass the details on to Cat.

Stanley thanked Cat and Sara for taking the time to meet with the group and to provide such interesting information. They then left the meeting, along with Dr Patel.

**1 Apologies for absence**

Apologies have been received from Deirdre Bainbridge.

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

The minutes of the previous meeting on 14 September 2023 were agreed.

The Action Points from the previous meeting were discussed:

* Dr Mageson reported that NHS Digital, which has overall responsibility for emails and websites, is not in favour of the Patient Group having a new email address. He will chase it up.
* Biographies of surgery staff on the website will be updated.
* Names of members of the Patient Group will be brought up to date.
* It was reported that responses to the repeat prescription form via the Forge Close email address were in the form of blank emails, without text. Dr Mageson said that he’d check this and feed back to the website developer.

A comment was made that the local branch of Boots in Hayes is no longer offering a repeat prescription service, although other pharmacies in the area are. Prescription repeats can be arranged via the NHS App, which several Group members have used successfully or there is a box in reception at the surgery for requests.

* Dr Mageson referred to the document recently circulated to members of the Group which summarised patient feedback comments submitted during the past month. He was particularly keen to discuss how the patient experience could be improved when doctors are running late.

He said that as each session comprises of a mix of face-to-face and telephone consultations, if a patient waiting in the surgery sees a patient coming out of the doctor’s room, they may not be aware that the doctor may then have one or more telephone calls to make as the next appointment(s). It was generally agreed that on checking in, patients should be advised that the surgery is running late.

Stanley referred to the feedback comment that on calling at 8am there were already 17 people in the queue. The telephone system should be able to cope or more resources directed to answering the telephone, but those would both involve additional costs. Dr Mageson responded that there is a limit to how many people are available to answer calls at 8am. After a certain time appointments can be offered at other Hayeswick PCN venues but it takes time to check the availability. He confirmed that if people arrive at the surgery asking for an appointment, unless there are valid reasons for them not being able to use the telephone, they are told to book via the telephone.

Dr Mageson agreed that not all appointments booked at 8am are the most urgent ones but people cannot be turned away for this reason.

It was agreed that the arrangement where the surgery will call back callers in the 8am queue is a useful one.

**3. Nomination & election of Chair and Secretary for the coming year.**

Orla Penruddocke was nominated and seconded as Chair to replace Stanley and Joy Halligan was nominated and seconded to take Orla’s role as Secretary.

Orla thanked Stanley for all his work on the Patient Group.

Orla took over as Chair from this point.

**5. Dr Mageson’s Surgery Update**

Dr Mageson reported that Dr Ummur has left the surgery and Dr Kevin Yee has joined the practice.

Orla commented that the feedback from patients’ comments was useful and asked that it be circulated to members of the Group in future.

**6. Feedback from Webinar on GP Access and Winter Health**

Orla had circulated PowerPoint slides from the One Bromley webinar held on 2 November 2023 to members of the Group via email, for discussion at this meeting. The information was aimed at promoting Patient Participation Groups across Bromley. The following points were raised:

* A suggestion was made that Patient Groups should meet with their local Pharmacist. Dr Mageson commented that Boots Pharmacy is already under pressure with the demand for extra services, so is unlikely to respond.
* Telephony services and the problems associated with them were raised.
* Nicola said she was concerned about the role of Care Navigator – is that another term for a receptionist? Dr Mageson said it was someone to clarify where to refer patients on to. Orla will feed back Nicola’s comments to One Bromley.
* The Health Hub in the Glades is efficiently run.
* NHS App training for patients. Could members of the Patient Group be involved?
* A new app called ‘My Chart’ enables hospital patients to see copies of letters, medical history and appointments. A code is needed to access the app. It will eventually integrate into the NHS App.

**7. Patient Questions**

There were none.

The following items were deferred for discussion at the next meeting:

**8. Communications**

**9. Forge Close Talks**

**10 Development of the PPG – Goals for the coming year**

**11 Any Other Business**

A CQC Assessment of the surgery is taking place this week and it has been arranged for Orla to speak to the Assessor on Thursday to talk about her experience as a patient and her role on the Patient Group.

**General Action Points from the meeting:**

* 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
  + 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 27 February 2024 at 7pm at Forge Close Surgery.**