

**Forge Close Surgery Patient Group  
Meeting Minutes  
Forge Close Surgery  
27 February 2024, 7pm**

**Attendees:**

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

In addition, the following representatives from the Bromley GP Alliance were present at the start of the meeting: Carly Bone, Head of Practice & PCN Support and Helen Magee-Brown, Service Manager.

The following item was added to the agenda at the start of the meeting:

**Bromley GP Alliance**

Orla welcomed Carly and Helen to the Group. They had requested an opportunity to attend the meeting to explain the work of the Bromley GP Alliance and to get feedback on their services, how services could be improved and what services might be useful in the future.

Carly explained that the Alliance was originally set up in response to a government initiative to provide access to GP appointments between 8am & 8pm on weekdays and at weekends. The shareholders of the Alliance are the GP practices. Since its introduction, other services have been added which are available to patients of all GP practices in Bromley via a referral from their GP. These include Dermatology, Vasectomy, Headache, Phlebotomy and health checks for 44 and 72 year olds. In addition, a Bromley at Care Practice provides GP services to all Care Homes in the borough.

Claire asked whether there is an invitation to the health checks and Helen said that patients will usually receive an appointment but they can call directly to 020 3930 0240. Dr Mageson added that these reviews are ideal for patients who are not normally seen by GPs. Appointments are offered at Orpington Health & Wellbeing Centre on Tuesday mornings and at Beckenham Clinic on Thursday afternoons.

Shingles vaccinations are available within GP practices for 70 to 79 year olds.

Carly asked if there were other services which the Group might suggest. Stanley asked if there could be a revival of the promotion of organised walking groups which were available before the pandemic, particularly for patients who had recently had surgery. Carly suggested that the Social Prescriber might be aware of links for such groups but she would certainly take this back to the Alliance for consideration. Dr Mageson wondered if this was something the Patient Group might want to be involved in locally but Orla felt there were health & safety implications and advised the need to be realistic about what the Group could do.

Orla said that in common with other members of the Group, she had been unaware of the services provided by the Alliance and suggested it would be a good idea to provide some promotional literature for display in the waiting room. She went on to ask if there were services other than health checks to which patients could self-refer. Carly said not currently and Dr Mageson suggested that making some services available without the need to go via the GP, such as Vasectomy, would help take the strain from GP appointments. Carly

explained that a lot of the finer detail is included when contracts are negotiated by the Regional Care Board but Helen agreed that streamlining of services would be more efficient.

Gail asked about the recycling of mobility aids issued by the hospitals. There was some discussion about the wasteful use of these aids which have historically not been accepted for re-use and it was agreed that the new contract with NRS Healthcare who will collect back items issued by them is a good move forward.

Dr Mageson thanked Carly and Helen for taking the time to meet with the Group and they said it had been interesting and helpful for them. They then left the meeting.

### **1. Apologies for Absence**

Apologies have been received from Debbie Barrett, Deirdre Bainbridge & Wen Wong. Mary Mills has decided to resign from the Group for health reasons.

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

The minutes of the previous meeting on 28 November 2023 were agreed.

Action Points from the previous meeting were discussed:

- Orla said that she had had a conversation with the CQC Assessor. Dr Mageson said the review had been completed and patient access remains an issue for improvement.
- As reported at the last meeting NHS Digital, which has overall responsibility for emails and websites, is not in favour of the Patient Group having a new email address so it was agreed that Dr Mageson will set up a new Gmail account for the Group.
- Biographies of surgery staff on the website will be updated.
- Names of members of the Patient Group will be brought up to date.
- Collated feedback from patients will be circulated in advance of the next meeting.

### **3. Dr Mageson's Surgery Update**

Dr Mageson reported that a new company, Accurx, has taken over from E-consult and work is taking place to integrate the programme into the surgery's website.

Claire asked if there is any way a patient can let the surgery know on the day that they need to cancel an appointment, other than via the busy phone line. It appears that this can be done via the NHS App.

Harry asked what could be done to keep patients entertained in the waiting area, especially if there is a long wait to see the GP. Dr Mageson confirmed that both TV and radio in public areas require a licence, which would need consideration, and magazines are no longer provided due to infection control measures. Enhancing the current NHS Wi-Fi, which has poor reception, was suggested.

### **4. Non-Emergency NHS Transport Service**

Joy explained that a message had been received from two members of the London Lane Clinic & Stock Hill Medical Centre PPGs, who are working together to understand how the non-emergency Patient Transport service is working for patients in the Bromley area.

The NHS created this free service to provide special support for people who may need help getting to and from their healthcare appointments and who are unable to use public transport, or other means, due to their medical conditions.

The Group was asked what they feel are the **Benefits** and **Concerns** of the Patient Transport service, together with how any **concerns should be addressed**.

The following comments were agreed, based on recent use of the service by a member of the Group:

**Benefits:** *Enabling the patient to attend their appointment on time without the need to access public transport. Providing assistance to get in and out of the vehicle and to the correct department within the hospital. The staff appear to be well trained.*

**Concerns:** *Not arriving at the patient's home at the agreed time, possibly due to heavy traffic, road works or as a result of a breakdown in communication at the office. On some (but not all) occasions, the transport will phone to let the patient know they are on their way.*

**How any Concerns should be addressed:** *Consistency in contacting the patient to let them know if the transport is on its way. Providing a telephone number for the patient to contact if the transport has not arrived. Improvements in the efficiency of the admin side of the service.*

Joy fed these comments back on the form provided on 29.2.24.

## **5. Patient Questions**

Dr Mageson reported that some patients had recently received letters from the PRUH with letters addressed to other patients in the envelopes. This is an Information Governance issue and will be investigated.

There were no other questions.

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

## **6. Communications**

## **7. Forge Close Talks**

## **8 Development of the PPG**

Orla reported that the Chairs of some of the PPGs within Hayeswick PCN have started to communicate and a meeting has been arranged for 28 February to share what each Group is doing. Addington Road Surgery PPG is looking at providing training for patients on the use of the NHS App.

Dr Mageson said he had welcomed the visit from representatives of the Bromley GP Alliance to this meeting as it's important that the Patient Group has a voice.

It was suggested that Accurx be invited to a future meeting of the Group.

Claire said that a pharmacist based in West Wickham had offered to come to a meeting of the Group to talk briefly about his work. It was agreed that he should be invited to the next meeting. Claire will arrange this.

## **9 Any Other Business**

Orla suggested that the information provided by Carly & Helen about GP appointments being available up to 8pm on weekdays and during the day at weekends, although not at Forge Close, should be available on the surgery website. Dr Mageson mentioned that there is a limit on the allocation of appointments.

### **General Action Points from the meeting:**

- Dr Mageson will set up a new Gmail address for the PPG and close 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
  - mention of the availability of some evening and weekend appointments with a GP at alternative locations
- Dr Mageson will circulate details of collated feedback a week or so before the next meeting.
- Orla to feed back on her February meeting with the Chairs of other PPGs within Hayeswick PCN.
- Claire Smith to invite the West Wickham Pharmacist to the next meeting.

**Next meeting: Wednesday 22 May 2024 at 7pm at Forge Close Surgery.  
(Date later changed to Tuesday 21 May 2024)**