

Palace Road Surgery

Patient Participation Group (PPG) Meeting

Thursday 03.06.21

12:30pm-1:30pm

Host:

Anushia Practice Patient Participation Group Lead

Attendees:-

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Anushia opened the meeting by thanking everyone for attending our Patient Participation Group (PPG) meeting. Anushia welcomed the patients into the new surgery and asked for feedback on what they thought of the new surgery. We opened the new surgery on Monday 03.04.17 and the team seems to be settling in well with minimal teething problems. Some of the patients and staff miss the character and feel of the old surgery and they are still trying to adjust to the change. All the clinical rooms and our doctors are based on the ground floor. On the first floor we have our meeting room, staff room, physiotherapy and counsellors. We plan to have an opening ceremony soon to celebrate the move, once we are settled in.

Anushia offered refreshments to the group and we all sat in the waiting room to begin the meeting.

Anushia then introduced herself and informed everyone that she is the surgeries named lead practice member for the PPG and any suggestions on how to improve the current services can go directly to her or suggestions can be put into the patient suggestions box, via the website, or given to the surgery staff. Anushia will relay all patient suggestions and comments to the management team. The surgery management team will then discuss these suggestions and implement changes and improvements.

Anushia explained the main aim of a Patient Participation Group (PPG) for the benefit of the new members.

What is a **patient participation group**?

A PPG is made up of **patients** and practice staff who communicate at regular intervals to consider ways of making a positive contribution to the services and facilities offered by their practice to **patients**.

Regular PPG members are requested to attend and contribute to meetings. The meetings take place once every one in three months at the surgery. We advertise the meetings on the website and on the notice boards, sent out invitation letters, talk to patients in the waiting room, send out emails and text messages to gain a wider audience.

Patient / carer representatives should:-

- Be a current patient or a carer of a patient who is registered with the practice.
- Approach the role with objectivity, tact and diplomacy, drawing on and using their own experience to inform discussions and decisions, in a manner that is mindful of the priorities and concerns of all patients.
- Work collaboratively with patients and the practice team.
- Be willing to voice opinions and contribute to discussions.
- Listen to and reflect the views of other patients and carers.
- Be able to attend meetings.
- Be aware of the Terms of Reference and respect the codes of conduct of the PPG and the confidentiality of any patients or carers whose concerns may be discussed at meetings.
- Uphold the seven key 'Principles of Public Life' as summarised by Lord Nolan:
 - Selflessness
 - Integrity
 - Objectivity
 - Accountability
 - Openness
 - Honesty
 - Leadership

Anushia then discussed the **Minor Ailment Scheme** with the group.

Most of the local pharmacies are taking part in this scheme.

Your pharmacist may be able to help with:-

- Skin conditions, such as mild acne and mild eczema
- Coughs and colds, including nasal congestion and sore throat.
- Minor cuts and bruises.
- Constipation and haemorrhoids (piles)

- Hay fever and allergies.
- Aches and pains, such as headaches, earache and back pain.

Pharmacies are there to help and offer advice and guidance; they work alongside GP surgeries and have the expertise to offer medical information and sometimes treatment to patients. The Minor Ailment Scheme is useful but depending on the available funding this may not continue and might stop in the near future. The larger pharmacies are still offering the service to patients at the moment.

Useful websites:-

NHS Choices
www.nhs.uk/

Patient Information
<http://patient.info/>

Health Help Now
<http://www.healthhelpnow-nhs.net/>

Age UK
www.ageuk.org.uk/

Healthwatch
www.healthwatch.co.uk

Medical advice/treatment from clinical staff:-

- The patients expressed their joy of being in the new surgery; they really liked the look of the new surroundings. They were glad to see a lift and all doctors' rooms on the ground floor, and preferred the open plan layout.
- The patients found parking convenient but they would have liked a car park and disabled bays.
- Some of the patients were concerned about the uneven footpath leading up to the surgery and asked when the council would sort this out. Anushia said the council have promised to deal with this issue as soon as possible.
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Surgery developments and Improvements:-

- The surgery has two pharmacists that will soon work with us, they will be consulting with patients from Day Lewis pharmacy next door to the surgery.
- We will be running more clinics with hospital specialists including a Diabetes virtual clinic with a nurse specialist and a Paediatric clinic with a hospital consultant.

Anushia talked about over the counter medications.

Why we proposed these changes

Self-care of minor conditions

Self-care is about avoiding becoming ill, treating common illnesses at home and seeking help when needed. It is also about managing any conditions you have in a way that puts you in control and improves your quality of life. If more people are able to meet their minor health needs through self-care, this will ease the pressure on NHS services.

The medicines covered in this proposal can be purchased from your pharmacy or a supermarket. The NHS recommends everyone keeps a **well-stocked medicine cabinet** with self-care medicines.

Freeing clinical time for those most in need

The proposals for over the counter medicines support our plans to promote self-care and the self-management of minor and self-limiting conditions, and to reduce unnecessary demand on GP time, including out of hours services. This will free up clinician time for people who have more complex healthcare needs and who need more active support in managing their health.

National guidance

The CCG proposals for discontinuing malaria prevention (prophylaxis) medicines on NHS prescription for travel have been supported by public health specialists. If taken forward, the proposals will bring guidance back in line with national policy. Lambeth is one of only three areas nationally offering malaria prevention medicines through the NHS.

Proposals to discontinue providing selected travel vaccines have been developed in consultation with public health specialists and aim to standardise local provision.

The cost of medicines

The primary care prescribing budget for Lambeth is £35 million for this year. Taken together, these proposals could save the NHS in Lambeth £1 million each year.

Local plans

These proposals are part of Lambeth plans within the community-based care work stream of the South East London Sustainability and Transformation Plan. Similar discussions are taking place in each borough within south east London, as well as in many other areas of the country.

Medicine Wastage – There are some patients that stock pile medications, do not use them and throw them away. The government want to reduce wastage.



Patient Access is for all patients of all ages and backgrounds. There are no restrictions to using it, unless you are a minor and need to ask a parent or guardian. With Patient Access, you can now access your local GP services at home, work or on the move wherever you can connect to the internet. You can use either desktop or Mobile app to use the patient access.

What's more, because Patient Access is a 24 hour online service you can do this in your own time, day or night.

It allows patients limited access to the surgery computer system to:

- Book an appointment.
- Order repeat prescriptions.
- Update your Mobile number
- You can use this service to access your medical records, change your address details etc.

The surgery will organise a demonstration for patients who are not sure how to use Patient Access. Anyone who needs help logging in can come and see Anushia at the surgery.

Anushia mentioned that he attended a local PPG Network meeting which he will share at the next meeting due to the meeting drawing to a close.

Anushia then thanked everyone for the attendance and closed the meeting.