

Minutes

Balham Park Surgery Patient Group Meeting No 222

Thursday 13th February 2025 – 6.00pm to 7.30pm

By Zoom <https://us02web.zoom.us/j/5960844672>

Welcome by Chair

Caroline apologised for not being able to chair and thanked Jo Davies for chairing and sorting out Zoom issues. We were delighted to welcome Sally back and to mark the first meeting for Sara and the Kumars.

Members present and apologies for absence

Jo D (Chair), Lynne W (secretary) Monica, Harry, Mr & Mrs Kumar, Sally, Rose, Lynne B, Carol, Sara Castro.

For the surgery: Jo, Dr Clare MacMichael

Q&A with Doctor and surgery news

Dr MacMichael commented that the surgery is under the usual pressure especially as half term is approaching when GPs might want to be with their families; we have the option to schedule extra dGP sessions if there is an issue but it is not necessary at the moment.

Mindful of the NHS wide digital exclusion focus, the surgery is now coding patients with limited or no IT access.

Action: next meeting could Jo outline the way that such patients are handled?

There has been progress with creating a uniform for Care Navigators. Jo shared an image of the smart top and fleece with the surgery logo. The uniforms have been ordered.

Jo explained that we are coming to the end of the financial year, which will be the focus between now and March. Jo is expecting a contract change in April, which will require significant work.

The makers of the TV show “GPs Behind Closed Doors” have approached to see if we want to participate this time round. Dr MacMichael commented that there seems to be less enthusiasm among staff than before. Filming can be very disruptive and hard work but last time was generally a positive experience. Mr Kumar explained that he remembered last time and found it intrusive. Jo asked why we might want to do it, as there is no financial incentive. Caroline pointed out that it made viewers aware of the range of tasks carried out by GP Surgeries and how hard they work. The partners will make a decision by the end of the month.

Mr Kumar raised the issue that he has been told urine samples need to be in by 4pm; there is no information available on this point in the waiting room or on the website and he suggested there should be.

Action: Jo to review putting information like this on the website

Matters arising from minutes of the January meeting and review of actions taken.

List of actions:

Action: *create description of roles for website, bulletin etc.* (LSW) Taken forward.

Action: *Meeting to be arranged, ideally before 21 Jan to discuss the training video for Care Navigators.* (CNs) Caroline met with Jo and Lorriane re the training video; there was an excellent discussion and the surgery is committed to producing the video for CN training and also other videos eg from the CN point of view.

Action: *Jo to commission piece on measles vaccination from GPs and PG to edit into lay language for Feb Bulletin.* Clare has written an article for the Bulletin outlining the severe Measles case we had; she is awaiting the go ahead from the patient (even though anonymised). Rose asked why fewer children are being vaccinated; Clare said there are many reasons, going back to the bogus link between vaccination and autism. Covid also induced vaccine fatigue and anti-vax rhetoric. Because eg measles hasn't been a problem for generations, people have no idea how bad it can be. Jo confirmed that the BPSPG is keen to help in any way possible,

Action: *Jo to revise letter to digitally excluded patients.* Jo still working on this; she requested a chat with Carol to get her ideas. Carol confirmed she was happy to do this.

Action: *Caroline to contact IATRO and organise update of website content.* Caroline contacted IATRO and has now received information as to how the website can be updated. Unfortunately, it is rather a laborious process as requests for updates have to be sent to IATRO via the surgery and they have to do the updating.

Update on complaints – Jo D

Jo has reviewed recent feedback. There were three comments about improving the appearance of the waiting room as it is drab, plus a request for more chairs with arms for those who have trouble standing. Otherwise feedback has been overwhelmingly positive with praise for CNs and clinical staff.

Communications

We discussed a possible change of day for BPSPG meetings as some members have standing commitments on Thursdays. Attendees agreed Wednesdays would be good; we need to check with Jo and Caroline however before making any changes.

Action: LSW to email Jo re meeting dates

The Welcome video for CNs has been recorded with the input of many group members and the patient and knowledgeable input of Claudia's nephew, to whom an enormous vote of thanks is due. The video needs a final edit, which is likely to cost £200-300. We agreed that

this could be paid for out of BPSPG funds but this needs official approval Jo will show the video to the partners once it is available.

Action: Caroline to agree and make payments re video.

Possible subjects for future education talks were discussed. Claudia suggested vaccination of children as topic. LSW suggested being aware of possible pushback from anti-vaxxers; Claudia mentioned phrasing it as 'questions around vaccination'. Claire added that the topic could also include adult vaccination. Clare needs to discuss the idea with the partners before going ahead.

Jo asked all members to let her know their preferred topics. Ideas included:

- Prostate cancer/skin cancer
- Asthma/COPD (there has been a change in guidelines on treatment recently so this might be a good topic)
- Weight loss injections
- Diabetes
- Blood pressure management/Strokes
- Health MOT inc eg eye checks (also a possible Bulletin subject)
- Support for carers

Action: agree and publish programme of talks for next year (Caroline/Claudia)

Relationships with other groups

Lynne W fed back on the recent meeting of the Wandsworth Primary Care Patient Forum which she attended as a representative of the group. This is a useful forum bringing together patient groups throughout Wandsworth. The deputy head of Primary Care at the CCG attended and conveyed useful information about CCG priorities. LSW sent members an email with key points after the meeting.

Action: LSW to attend next meeting

We discussed whether we should continue to maintain contact with Thurleigh Road patient group, as we are both in the same PCN and share some staff. Members were not sure of the advantages of contact.

Action: discuss with Caroline on her return.

Lynne W mentioned that the Healthwatch online Assembly is taking place on Thursday 27th March from 4-6pm. They will be discussing accessing care – changes and how to manage your health. This is the link to book a free place:

<https://www.healthwatchwandsworth.co.uk/event/2025-03-27/healthwatch-wandsworth-assembly>

Any other business

Finance

Monica is owed £80 for the NAPP subscription. Monica wondered how much value we are getting from NAPP. We agreed to put this on agenda for the next meeting.

Action: discuss NAPP membership at March meeting

We also need a second signatory for cheques.

Action: discuss and agree at March meeting.

Sally asked about the impact of the NI increase on the surgery. Jo confirmed that there is no information as yet; she will feed back.

Harry revealed that he will be moving away from the area in the future and thus will have to leave the group. Harry thanked Claudia for all her help. LSW spoke for all the group to say that he will be much missed.

Next meeting : Thursday 13th March (pending change to dates)