

South Norwood Hill Medical Centre

Patient Participation Group

7 October 2019 Meeting Notes

Present

Tariq Salim (acting chair)
Jean Lloyd
Brian Green
Carole Bonner
Dr James Ojo

Apologies

Julie Cook (Chair)
Liz Woodhouse
Rosemary Ross
Gerrie Ozah

1. The meeting was opened and members welcomed.

2. The minutes of the last meeting were agreed.

3. Matters Arising

- i. **Appointments:** Two new receptionists had joined the practice. Brian expressed satisfaction and said they were very good. An advertisement had been placed in the summer for two receptionists and there had been 30 to 40 applicants. Of these eight had been shortlisted and invited to interview. None turned up for their interview. Eight further interviews were arranged and this time four turned up. Two were selected. One had been arranged through the CCG Collaborative HR Specialist.
- ii. **Staffing:** The new receptionists have restricted availability so a further two are being advertised for, to fill the complement of 3.7 full-time equivalents with 7 individuals.
- iii. **CCG merger** across six boroughs was still continuing. LMC were involved.
- iv. **Healthwatch Croydon** had not given written feedback on their mystery shopping exercise at this practice. Tariq would chase up with them. **(Action Tariq)**

4. **PCNs** would range in size from 30k to 50k population. Our network has a good level of cooperation internally. The idea is to rationalise targets, achievements across the PCN and to share resources such as ambulances, pharmacists, and registered nurses, and cooperate on contracts and liabilities. IPCNs are not legal entities so the cooperation is not contractual.

5. **CQC** note had been sent out by Brian. There would be a review with the CQC by phone on 17th October, involving Brian and Drs. Ojo and Shah. The outcome of this cannot change the Practice current rating. The purpose is to decide on a full audit of the practice; such an audit is required for all practices by year end. The format would be the same as a CQC inspection – there would be five to six questions in each area (Safety, Effectiveness, responsiveness, and Leadership). We will send answers

prior to the phone conversation. We are looking to see what changes there are since the last inspection.

6. **Doctor Link** would be in place in the next couple of weeks. This is the proposed AI-based online tool for advice and diagnosis. The whole of Croydon should have this by end of October. Practices have the option of choosing a different provider than the one assigned. Portland Road practices already have about 4k patients assigned, Violet Lane has 1943 and Brigstock have 500. Others have a total of a few hundred. We will not be as aggressive in rolling this out. We are contractually obliged to engage a provider by Xmas, and use by April.

AOB

- i. **Flu Jabs** would be starting in clinic tomorrow (8th October) from 12 to 1 pm. Anyone who turns up will be eligible. On Sat 26th October morning there would be a free for all provision. In addition all walk-in patients would be offered a jab. The practice receives vaccines at end September, which have to be paid for. Any surplus vaccines are lost money. This is likely to be a very small amount.
- i. **Patient Survey Results** for the survey of July 19th were circulated and presented by Brian. Three hundred and eighty questionnaires were sent out and 108 returned, from a practice register of about 7000 patients. The gist of the survey on the minus side is that getting appointments is problematic for patients, and patients want more time per appointment. On the plus side the GPs are highly regarded by patients in terms of the care and approach they give, and the staff are also thought to be very good.

There is clearly a trade-off between time spent by GPs per appointment and the number of appointments, and the practice is erring on the side of giving more care per patient. Also there were about twenty-plus urgent patients per day. Dr. Ojo thought Doctor Link may help, depending on willingness of patients to take this up. This in turn will depend on patient demographics, internet access and computer familiarity.

Jean asked if there was some factor limiting GP numbers, since more GPs would address the issue. Dr. Ojo said the limitations were firstly financial, and secondly availability of GPs. Locums hours tend to be limited as is what they can do.

Our own survey will enable drill-down into what the appointment issues are. The friends and Family Test is also available. Brian will bring this to the next meeting, and send it out in advance, with a comparison with last year. **(Action: Brian)**

Date of Next Meeting: Monday 27th January 2020 (4th Monday in January), 6:00 p.m. at the South Norwood Hill Medical Centre.