

# ELM HOUSE SURGERY AND CATOR MEDICAL CENTRE

## PATIENT PARTICIPATION GROUP MINUTES

Wednesday 9<sup>th</sup> October 2024 at 12.30pm  
in the Muirhead Room at the Beckenham Beacon

Present	Initials	Apologies	Initials
John Hilliger (Chair)	JH	Nolene Harris	NH
Dr Haroon Yazdani (GP Partner)	HY	Graeme Thomson	BT
Geoff Cook (Secretary)	GC	Orla McCourt	OM
Diana Davidson	DD	Tony Meheux	TM
Jane Ching	JC		
Simon Chalk	SC		
Cecile Duerinckx	CD		
Yvonne Mason	YM		

Agenda Item No.	Agenda Topic	Action Points
1.	<p><b>Introduction to the Meeting (JH)</b></p> <p>June Kirby, a patient of Elm House Surgery was introduced to the group as an observer with an interest of the work of the PPG.</p>	
2.	<p><b>The minutes from the previous meeting were agreed with the following amendments:</b></p> <p><b>6(i) ZW not present at meeting. Alan has taken over from him. GC not had a reply to an email he sent to Alan asking for an update on this point.</b></p> <p>HY Advised the way GPs sign off requests on Anima will be different but will stay the same for patients.</p> <p>DD asked about updates being made on Anima.</p> <p>HY advised it is possible to check Anima release notes on their website:</p> <p><a href="https://anima.crisp.help/en/category/release-notes-1qyzn8t/">https://anima.crisp.help/en/category/release-notes-1qyzn8t/</a></p>	Alan
	<p>SC asked is the perception of Anima difficult to get into?</p> <p>JH advised it is easier to access Anima via the practice websites rather than trying to log in via the Anima website.</p> <p>GC advised that patients are now being sent satisfaction surveys after each patient appointment and that the feedback shows that a significant number of patients respond with favourable comments about the efficiency, speed and ease of use when using Anima.</p>	

3.	<p><b>Phlebotomy (HY/JC)</b></p> <p>HY gave an update on requesting blood tests post cyber-attack on Synnovis.</p> <ul style="list-style-type: none"> <li>• Synnovis diverted our blood tests to Croydon/Kingston.</li> <li>• Synnovis were only processing hospital blood tests.</li> <li>• Synnovis now up and running again in the PRUH.</li> <li>• There is a significant backlog of test requests.</li> <li>• We have raised this with the CCG as an ongoing issue and expressed our dissatisfaction with the situation as routine tests requested in June 2024 are only being processed now. Tests requested now will be processed in February 2025.</li> <li>• The CCG have not provided a solution for GP surgeries regarding funding of extra clinics requires to help clear the backlog.</li> <li>• We are still waiting to hear from Synnovis about how this problem will be dealt with.</li> <li>• We have found it difficult at both surgeries trying to cope with patient expectations, disappointment and anger but we can only work with what we have.</li> </ul> <p>HY suggested we raise these issues at PCN PPG level to write a letter to Synnovis/CCG. JH to liaise with GC about this.</p>	JH/GC
4.	<p><b>Pharmacy First</b></p> <p>HY advised that this service is available to patients who may need assistance with certain minor ailments but which do not need to see a GP about. It helps reduce the number of GP appointments and increases income for pharmacies.</p> <p>These minor ailments can now be dealt with by Pharmacists: Ear, throat, sinus, eye infections, shingles and uncomplicated urinary tract infections (in women).</p> <p>Pharmacists can give prescriptions for these but a patient cannot walk into a pharmacy to ask for a prescription without having a referral raised by the GP surgery.</p> <p>This is not the most effective process as it still means that a patient will have to go to the GP surgery to get a referral and then go to the pharmacy. It would be better if the patient simply went to the pharmacy for a prescription but this is the NHS England requirement.</p>	
5.	<p><b>Medical Records (JC)</b></p> <p>Do GP surgeries still keep paper records?</p> <p>HY advised patient medical details are held on a computer system we use called 'EMIS' (Electronic Medical Information Systems) which are linked in some ways with 'Epic' (Electronic Health Record System) which is the system</p>	

	<p>local hospitals use to store their medical records, also associated with the hospital 'MyChart' app.</p> <p>It was not clear how far back patient records have been digitalised at our surgeries but it is clear that not all patients can access their records further back than 2022.</p> <p>GC to ask our Administration Manager about this and report back at the next meeting.</p>	<b>GC</b>
<b>AOB 1</b>	<p><b>Update on NHS England proposed change to GP contract</b></p> <p>HY: We are reviewing a contractual change being introduced by NHS England in March 2025 which will mean that patients should be able to submit enquiries/interact with their surgery from 8am – 6.30pm as core hours of working. There also should not be any shutting down of a triage system in place.</p>	
<b>AOB 2</b>	<p><b>Anima</b></p> <p>JH wondered if there were any plans to replace Anima with a different triage system.</p> <p>HY advised there are no plans to replace it.</p>	
<b>AOB 3</b>	<p><b>Update on new GP's at the practices</b></p> <p>GC advised there have been a few new GP's appointed at the surgeries which the PPG might like to know about.</p> <p>HY gave some background about GP employment. Difficult to recruit GPs and GP practices cannot always afford to fund them so GPs can't find work at the moment and are going abroad to find employment.</p> <p>HY advised that Cator Medical Centre has employed 1 x Full-Time GP. His name is Dr Salik Sait.</p> <p>Elm House Surgery have 3 new GPs = Dr Shubham Gupta, Dr Gabriela Curry and Dr Carla Stephan.</p> <p>We have recruited the GPs as an investment for and to future proof ourselves if the shortage of GPs continues.</p> <p>As a training practice we can support the training of newly qualified GPs. This causes difficulties with room space at the surgeries. It is also expensive. Gives us resilience with staffing.</p> <p>Current GP Trainers here are Dr Yazdani, Dr Buckhoree, Dr Sivaja, Dr Rabindra and Dr Grange.</p>	

<b>Medical students</b>	We are considering re-introducing medical students to train at the practices. They would need to be supervised which needs to be managed well (E.g. should not be detrimental to the number of appointments we offer). Makes it more attractive to encourage students to seek a career in GP practice.	
	<p><b>Date of Next meeting: Wednesday 11th December 2024 at 12.30pm in the Muirhead Room (Booking confirmed)</b></p> <p><b>NB This meeting was cancelled due to low attendance (quorum not met).</b></p>	