

**Notes of a Meeting of the Streatham Common Practice Patient Group
Held on Tuesday 27 November 2018 at 6 pm
Guildersfield Road, Conference Room**

1 Welcome and Introduction

Seven people attended including Elaine and Dr. Rakin. There were 2 apologies including Jenni Rogers. Maria chaired the meeting.

2. Date of next meeting

The next meeting will be held on Wednesday, 22 January 2019 at 6 pm.

3. Notes of last meeting and any comments

The notes of the last meeting were agreed. There was one query about what age the practice description of 'elderly' might be. This will be addressed later.

4. News from Practice

Dr Rakin attended the first part of the meeting and told us the following:

- the new Physician's Associate, Eugenie Greiss, starts full time next week. Physician associates work under the direct supervision of a doctor and carry out many similar tasks, including patient examination, diagnosis and treatment. Physicians Associates do not have a prescribing qualification, however, they can seek support of the duty doctor if a patient they are seeing needs a prescription.
- Online appointments are allocated in blocks to stop people taking all available appointments at the start of the month. These online appointments mirror those accessible to receptionists. Appointments have been staggered in this way to minimise DNAs.
- Over the Christmas period, there will be a reduced service but urgent services will be prioritised and extra phone access will be in place. Priority is always given to under 3 months old and those over 75.
- Dr. Rakin confirmed that Dr. Ngo will be at The Rowans Surgery until at least March 2019. Dr. Chandy started two weeks ago as a permanent member of staff and will work Monday – Wednesday inclusive.

Elaine reported the following:

Nursing Team

Roxanne, Practice Nurse, is leaving next month. The practice has recruited two new nurses who will be starting in February. This will create more appointments for our patients. Meanwhile the practice is using regular nurse locums to try and maintain current patient access.

Lydia, Health Care Assistant, is leaving next week to move to a practice nearer to home. The practice has interviewed for a replacement to start as soon as possible.

There are a few changes within the Reception Team. Michaela is on maternity leave and had a little girl two weeks ago. The practice recruited a temporary Receptionist to cover her hours. Unfortunately the practice has been unable to recruit a temporary Primary Care Navigator and this service will resume when Michaela returns. Eileen is leaving next month. The practice has recruited Doreen to replace her hours. The Reception Team still has one vacancy which it hopes to fill soon.

DNAs

September 2018 = 177; October 2018 = 154. Clinicians have been reminded to send a “warning letter” to those patients who fail to attend a pre-booked appointment. If a patient has more than 3 DNAs and there is no apparent reason, they are referred to Elaine who will discuss with the patient alternative ways of accessing healthcare in a way that avoids DNAs.

Friends and Family Test

September 2018 = 213 responses, 93% of patients would recommend the practice’s services. October 2018 = 90% of patients would recommend the practice’s services.

Protected Learning Time

The practice is closed on Thursday 6th December 2018 from 12:30pm for staff training. SELDOC will be providing a telephone/doctor service for patients. The practice will reopen as normal on Friday 7th December 2018.

Text messaging service – cervical screening

Across London, from December 2018, NHS England is introducing a text reminder service to patients who are due cervical screening. Patients will be sent a text message to remind them to book their cervical screening 2½ weeks after they receive the first invite letter. An entry relating to the text message will automatically be recorded in the patient’s medical record.

Pharmacy Complaints

Elaine took this up with the CCG following last month’s meeting. They replied that as this relates to community pharmacy, a service commissioned by NHS England, queries should be made to the Pharmacy Team at NHS England at [General enquiries: england.selprimarycarequeries@nhs.net](mailto:general.enquiries@england.selprimarycarequeries@nhs.net) or 0203 182 1507.

5. Practice Booklet

Maria reported that an initial meeting was held last week between Elaine, Brian, Val and Maria to review the practice booklet. Brian produced a first draft and reordered the sections. This will be further reviewed by the group and the practice and a final draft will be circulated to PPG members for comment before going to print.

6. Well and Warm in Winter event

The practice has agreed to support the Patient Group to repeat this event which will be held on Friday 25th January 2019. The practice has agreed to: send out invitations to patients aged 80+ and their carers; request donations from local supermarkets and support with bid for funds which may be available from Age UK Lambeth.

7. AOB

One attendee mentioned that there was money available to provide practices with an electronic tablet in reception areas to enable patients to complete the registration process on line. All present thought this was a good idea and it will be discussed again at the next PPG.

All wished Jenni a speedy recovery.

The meeting closed at 7.30 pm and Maria thanked all for attending.