

## STREATHAM COMMON PRACTICE

### Notes of Meeting held on Tuesday, 25 April 2017 Held in Room 7 (ground floor)

**Those Present:** Elaine Richmond, Practice Manager, Maria Newey, Chair, and six other members.

#### 1. Welcome and Introductions

Chair opened the meeting and attendees introduced themselves. Today's meeting was held in surgery no. 7 as a request had been made by a group member with accessibility problems.

#### 2. Apologies for absence

Apologies were received from Jenni, Chair

#### 3. Notes from last Meeting were read and approved.

##### Action Points from previous minutes.

- Elaine to purchase three A5 and A4 perspex holders to store leaflets in the reception area.
- Lambeth CCG's Medicines consultation will be open until 26 May. Visit website at [www.lambethccg.nhs.uk](http://www.lambethccg.nhs.uk) or call 0203 049 5749 to take part.
- Child Health. Twenty six families (35 children under 5s) expressed an interest in attending an advice clinic to manage issues such as allergies, rashes, temperature, coughs etc. A Thursday date to be arranged for this event..
- Minutes not ready for report on access to GP appointments.
- PPG Listening Scheme. A folder has been set up with information leaflets split into different categories. These can be photocopied for patients as required. The folder is located in the Reception area.
- The March Friends & Family Test received 271 replies. 87% would recommend this practice to others. Comments were complimentary regarding doctors and nurses. There was one comment about a receptionist being uncooperative at Baldry Gardens.

#### 4. Next Meeting: Wednesday, 23 May 2017 at 6.00 pm

#### 5. Chair's Report

Maria mentioned the following:

- **Age Concern.** Healthier Lifestyle Hubs Free events at Norbury Library, Beatrice Avenue SW16 4UW from 1.30 to 3.30 pm on Thursdays 13 & 27 April, 11 & 25 May and 2 & 22 June. Events consist of friendly chats, healthy snacks, health checks, some exercise and blood pressure monitoring. Call 0208 683 7104 for information.
- **Carers Hub Lambeth. Help for Carers, Lambeth Mental Health Carers Advice.** Contact David Meyrick, Support and Development Worker on 0207 501 8974. Email: [david,meyrick@helpfor carers.org.uk](mailto:david,meyrick@helpfor carers.org.uk) for all queries and advice.

#### Attendees questions:

A query was raised about the over-supply of prescriptions regularly to e.g. carers. Many of these are stockpiled at home and are unused. Very elderly carers are not cancelling weekly. Does the practice have control of ordering? Elaine will speak to Dr. Proctor, the medicine managing lead and will review this with her.

One attendee raised the case of a patient who was referred to St. George's Hospital by a nurse to have a burn dressed. St. Georges complained that this should have been done by the

surgery's nurse. The patient did not wish to raise a complaint but was concerned that this might happen again. Elaine will track down the nurse responsible.

## **6. Practice Report - Elaine**

Elaine mentioned that the surgery will be closed this coming Saturday and Monday (bank holiday)

The CCG's bid to the Estates Transformation and Technology Fund for the Baldry Gardens scheme was declined.

Elaine will update at the next meeting.

DNAs – 160 in March. Elaine felt that texting had been effective and the database had been updated with contact details. Patients can also now cancel appointments by text. The work of the patient group was acknowledged in reducing this number.

Patient information TV in waiting room. The sound is turned down because it is sometimes difficult to hear patients on the telephone. Now the practice has wi-fi it will be able to download YouTube clips with subtitles.

PPG Listening Scheme. The practice will get some funding from the scheme. Elaine had discussed with the partners giving some to the PPG. They are quite happy to consider this but need to know how much and what it will be used for.

## **Staffing**

Dr Proctor's husband (Dr Richard Proctor) will be joining the practice in June. Dr Persaud will be returning from maternity leave in the summer.

## **7. AOB**

A query was raised on the high turnover of doctors which impacts on the 'named doctor' system and the time needed to review a patient's history with unfamiliar doctors during appointments. Elaine said that the surgery recommends that patients ask for a second 'named doctor' to minimise this problem.

**Meetings held once a month in the conference room of  
St Andrew's Hall, Guildersfield Road, London SW16 5LS**