

Heathbridge Practice Patients' Consultative Group

Minutes of meeting held on Thursday 6 December 2018

Attendees

Caroline Cameron (CC)
Jay Francisco (JF) (Practice Manager)
Peter Hinge (PH)
Carolyn McMillan (CM)
John Parfitt (JP)
Peter Weiner (PW the Chair)

1 Apologies for absence. None received. PW (Chair) reported that Amy Dullage had resigned her membership and that Michael O'Bryan, a previous Chair, had died.

2 Minutes of last meeting

The minutes of the last quarterly meeting held on Thursday 20 September 2018 were taken as read.

3 Matters arising

CM reported that she had attended a recent public meeting of Wandsworth Integrated Health and Social Care and would be publishing the minutes of the meeting on Trello.

4 Development of the Group

The Chair reported that SA had not been able to attend, as hoped, due to work commitments.

5 Developments in the Practice

JF gave the meeting a detailed report on developments, which included the following areas, as well as providing an update on staffing changes in the Practice:

Patient Access – JF, as Practice Manager, had reported on developments at the previous meeting and stated that the continuing aim of The Practice was to get more patients onto Patient Access. AccuRx was free while iPlato was paid for by the Wandsworth CCG.

Whiteboard initiatives – A Whiteboard was now up and running in reception. JF invited questions from all patients. Two questions of the month will be up on the board; one from the practice, and the other from the CCG. This month the Practice wanted to raise awareness of the support available to carers, while the CCG wanted to identify thoughts on type 2 Diabetes patients' care.

DNAs – September: 170, October: 239, November: 181, 6 days to 6 December: 37 JF discussed the DNA policy as well as different methods the practice has used to deal with this.

Staff Developments

Dr Koczian was now doing an extra two consultations on Fridays starting in January.

JF arranged a Christmas party for the staff at the newly opened All Star Lanes restaurant and bowling alley in the Westfield Centre which was very well attended and enjoyed by all Practice staff. Dr Virginia Bearn who retired at the end of October also attended.

Website

JF had had discussions with the external consultants who support the Practice website. The consultants had agreed to implement changes requested. Following on from these discussions it had been decided to retain their services for the time being.

Newsletter – a monthly newsletter would be published on the Practice website starting in January.

6 West Wandsworth PCG/Wandsworth PPIRG

PW stated that he would be publishing minutes of a recent meeting.

7 SWL IUC (South West London Integrated Urgent Care) Patient Partnership Group

CC reported on her attendance at a recent meeting. She advised on the launch of NHS 111 online service in the London area. It offers the ability to access 111 in your own time at your own pace. Figures have shown that the take up is highest in the 18-35 age range. Whereas a 111 phone call takes approximately 6-8 minutes the the 111 online average is approx. 2 minutes. It may also be easier to access for those with poor English.

CC also advised on the service available from the NHS to those males over 65 for abdominal aortic aneurysm screening.

CC mentioned that when out and about in the community she regularly found that the Heathbridge Practice had an outstanding reputation for care of their patients.

All those at the meeting also felt that JF had been doing an outstanding job since joining the Practice.

8 Any Other Business

The Chair reminded the meeting that the position of Chair came up for re-election and asked those present to think about it for the next meeting

9 Date of next meeting

The proposed date for the next meeting is Thursday 21 March 2019.