

**The Group Practice at River Place**

**Minutes from Patient Participation Group Meeting.**

**11<sup>th</sup> September 2019**

**Present:** Dr Inyang Kubianga (SW)  
Iva Bouda (IB) patient  
Krystyna Ireland (KI) patient  
George Martindale (patient)  
Dr Brian Potter (BP) patient  
Pat Edlin (Patient)  
David Currie (DC) Practice Manager (chair +minutes)

**Apologies:** Frances Tookey (FT)

<b>Notes</b>	<b>Action</b>
<i>Welcome/Introductions</i>	
<b>AGENDA ITEMS</b>	

**1) New Website**

DC had asked PPG to review website as had gone live last month.

Comments were generally very favourable. KI thought it looked a lot better, easier to navigate. Liked the informal photo. FT thought difficult to find blood test hours.

IB noted some specific changes required : two website address listed on google (one with incorrect front page), Living Well section needs checking, PPG minutes are from meetings in 2014/15.

Any further suggestions/amends please let DC know!

**2) Primary Care Networks**

The new networks are seeing practices working more collaboratively and formally together.

First stage was formation of networks, appointment of Clinical Directors (our network is lead by our Dr David Egerton), recruitment of practice based pharmacists (which is working very well) and then social prescribers (e.g. Age UK, Help On Your Doorstep etc.).

### **3) Staff Changes**

Dr Bunt is retiring at Xmas. His patient list will be covered by a new salaried GP.

Dr Charlotte Mackay returns from maternity leave in October and will return as a partner.

We have had problems recruiting suitable receptionists which had resulted in employing temps for several months.

### **4) Brexit – drug supply issues**

NHS England have not provided any information on any specific potential problems with drug supply from

31<sup>st</sup> October. BP reported that UCLH had no reported issues at present. All agreed this was more of a political issue at the moment. GM was concerned about the cost of buying/flying in additional drugs if supply problems did occur.

There were supply issues currently with HRT drugs and one provider of flu vaccines, however these were not related to Brexit.

**5) HIE (Health Information Exchange)**

This is the latest Govt. programme for sharing patients' medical information across organisations. The previous programme was 'CareMyWay' and anyone who had opted out of that was automatically opted out of the new scheme. Discussion around whether new system is opt in by default rather than opt out. BP raised concerns about security of this or indeed any medical record information and the hacking potential. Agreed that this is personal choice as to whether to sign-up or not.

**Data Sharing**

Discussed patients submitting own data to update their GP records e.g. blood pressure, whether this information would be accurate and whether GPs can realistically assimilate all this information on to a patient's record. Online access and usage of appts is already used for booking appointments and ordering repeat prescriptions and usage would be extended.

**Issues previously raised by patients suggestions / complaints/Friends and Family etc..**

**Telephone Message**

TC previously and FT earlier today commented that they thought the Answering Machine message was too long. Agreed that the lengthy part should be moved to once patient has chosen option (appointment) rather than upfront.

***Next Meeting:***

*Jan 2020. Day to be confirmed.*