

## Patient Participation Group Minutes *MAY 15, 2019*

### **IN ATTENDANCE:**

Frank Rehwaldt, Linda Brunson, Maureen Way, Sr. Assumpta Walsh, Tinubu Olayinka, Scott Woodley, Toral Shah, Sue Ghimire, Caroline Bean, Jenny Hoggins, Dr Cristina Guallar, Sandra, O'Sullivan.

### **DISCUSSION POINTS:**

- **MINUTES REVIEWED FROM PREVIOUS MEETING**

No comments on previous minutes.

- **WHAT THE NEW GP CONTRACT MEANS FOR SOUTHWARK**

Jenny Hoggins (JH) and Frank Rehwaldt (FR) each attended separate CCG meetings regarding the impending restructuring of the CCG into PCNs (Primary Care Networks). JH attended one for health workers and admin while FR attended the patient-oriented meeting. PCNs will see GP surgeries offering new services in federation with other local practices. Overall it's a work-in-progress and exact changes are TBC.

- **NMS TED-TALK TOPIC**

Further discussion occurred about the possible topics for a PPG meeting focused on one particular health issue. Several ideas were again floated from before such as carers, dementia, acne, chronic conditions, and in the end diabetes was chosen to be the topic. JH volunteered to reach out to London Bridge Hospital to see if one of their consultants might present the session. As for a date for this talk it was agreed the first Wed of July if the speaker(s) are available that evening.

- **CQC UPDATE**

JH reported no final date had been set for the next CQC visit. She proceeded to highlight previous issues with the Care Quality Commission and the responses / improvements done by NMS.

- **NEW PRACTICE PAMPHLET**

JH passed out copies of the new practice pamphlet that will be given to patients registering with NMS will receive. Feedback from PPG was the pamphlet should also be accessible via the NMS website.

- **NMS PHONE SYSTEM**

Members of PPG were asked about how the surgery's phone answering options. Most thought there was too much information and the outgoing message should be simpler.

It should have 2 options. If you need an appointment today due to urgent health issues press 1 — for all other reasons including making appointments, the caller is to phone

back from noon onwards as 8-12 phone lines should be freed up for patients with urgent issues.

Discussion about triaging patient calls ensued. How e-consult is working out (it isn't!) How the website should relay to patients how best to contact NMS and when. How the in-house pharmacist will now be playing a more prominent role at NMS. The limitations of online booking i.e. can't make appointments with a nurse.

- **MEET DR CRISTINA GUALLAR**

Dr Guallar is joining NMS as a partner and this was a chance for patients to meet her informally. Dr G gave group a bit of her backstory and how she ended up at NMS from her beginnings as a doctor in Barcelona. She detailed the various jobs / positions / organisations her career in London has encompassed.

- **AOB**

None.

**NEXT PPG is ideally happening Wed, July 3 and will be focussed on living with diabetes**