



STOCKWELL LODGE MEDICAL CENTRE

PPG MEETING

9 May 2017

PPG Members Present:-

John Skitt (JS)
Helen Rouse (HR)
Jean Gillespie (JG)
Lea Ewing (LE)
Liz Trew (LT)
Riksha Moore (RM)
Barry Cressey (BC)

Staff Present:-

Dr Femi Idowu (FI)
Dr Navina Sullivan (NS)
Reni Rozbicka (RR)

1) Apologies for Absence

Apologies received from Sherine, Sandrine, Mo and Aks.

2) Minutes of last meeting held on 28th March 2017

Minutes from the last meeting were approved by all.

3) Matters Arising

Not on the Agenda, was a discussion about the proposed new estate being built in Rosedale. BC led the conversation and advised that approx. 375/380 houses were being built at the back of Rosedale Way towards Peakes Lane, for which they have already received planning permission. A meeting is being held on 22nd May at SLMC at 1pm, to discuss the development and infrastructure and find out what's happening next. This meeting will be attended by NS, FI, BC and the Developer.

4) Complaints

This topic has been deferred to the next meeting, as SS was not here to discuss.

Dr Navina Sullivan - Dr Marek Dobrowolski-Dr Chuba Chigbo-Dr Femi Idowu
Dr Angela Davies (Salaried GP)

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BC also mentioned that the recent complaint he had regarding Reception, has been dealt with and resolved.

5) LLV Federation Developments

NS mentioned that she attended the AGM last week. These meetings were first created to help surgeries as there wasn't a lot of manpower. Richard Moore has now taken over to assist surgeries in their day-to-day running, and to increase clinical leads for more dynamic input. He works 50% for the Federation, and 50% for the CCG.

FI discussed a recent Audit on the Minor Injuries Unit. The contract for the unit is coming to an end, with the LLV Group wanting to bid for it and run it individually between themselves – to create a proposed hub in Cheshunt which will assist all surgeries within the locality. Once we get a plan underway and get this sorted, this will eventually cut the OOH calls. There will also be a website that every practice can link into. One of the main points to look at is the blood testing i.e. long queues and waiting far too long to have blood taken. The funding for the original proposed hub at Brookfield has gone, which is why the locality is looking towards the MIU in Cheshunt. The bid will take place within the next 6 months.

3 x staff from Valley View Surgery will be joining High Street Surgery in Cheshunt – 2 x salaried GPs and a Pharmacist.

6) Practice Matters

NS mentioned that a partitioning wall was now up in Reception to separate the patients and staff. There would be at least 1 or 2 people on the Front Desk at all times, and if busy – they can ask other members of staff to assist them. This may not be a permanent feature, and will probably be looked at again in 2/3 years time. RR confirmed that this new addition in Reception was working well, and it was serving its purpose in stopping any form of confrontation between staff and the public.

It was also noted that there was an increase in patients requesting private scripts to be changed into NHS one's. It was agreed as a whole that these prescriptions should be collected from the hospital pharmacy. We will from now on, put a disclaimer on the bottom of any referrals (including Choose & Book), stating that we are not obliged to fulfil a hospital/private prescription.

7) Image of SLMC

HR mentioned that the LED display in Reception was showing that FI was running late in clinic – it was confirmed that this was an old message, and would be looked into and taken off.

HR also mentioned that she had spoken to one of the new girls and asked to be called back. Unfortunately this didn't happen and no message was passed on – we would talk to the new girls about this and ensure that they pass messages on in future.

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JG also mentioned that she had an issue with the 2 Pharmacists at her husband's recent appointment – in so far that there was a contradiction in what they were both saying. They should both be saying the same thing to patients, and this will be looked at.

8) Staffing issue

JS told the group that there was a serious staffing issue notification brought to his attention, which he has passed across to FI as he is the lead on these issues. FI will conduct an internal investigation on behalf of the Partners.

JS just wanted to reiterate that he was following protocol and passed this information directly to the GP.

9) Appointments

FI & NS confirmed that 2 new Admin staff had been employed.

A further multi-skilled Admin person is also being looked at i.e. somebody that can be an all-rounder i.e. HCA, Admin and Reception.

We currently have 2 x locum nurses who have now been taken on permanently, and are currently doing their probation.

(Meeting closed at 1.55pm)

Mentioned outside of the meeting, was a discussion from BC who advised the group that an e-mail had been received from a lady who was doing a study on cardiac care, and in particular targeting patients “who didn't take up any cardiac care after procedures”. It was agreed that we would advertise this study within the surgery.

Next meeting to be held on Tuesday 20th June at 1pm

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