

North Kensington Medical Centre

Patient Participation Group – February 2019

Notes

Attendees: Dr Djordjevic, Shona Elliott, Patients SD, JPH, JR, AF

Apologies: Dr Charge

PPG Meeting times – Discussion about PPG meetings starting at 6pm to allow working patients to attend. Dr Djordjevic explained our last PPG meeting back in October was held at 6pm but failed to attract more attendees. Dr Djordjevic explained not always possible due to reception closing at 6:30pm and no one to securely lock building. We try to accommodate 6pm when possible.

PPG member stated other practices offer lunch time meetings. GP's are unable to due to Practice Meetings and other meetings they have to attend.

Dr Djordjevic suggested the PPG can meet without the GP or practice staff being present – PPG not keen and would like at least one GP to be present. Members would also prefer to have three meetings a year to keep continuity.

Dr Charge Maternity Leave – Dr Djordjevic informed PPG that Dr Charge maternity leave will begin on 1st April 2019 and is expected to return beginning of November 2019. Dr Tham will be taking over the care of Dr Charge's patient during this time. SMS sent to all patients registered with Dr Charge to inform them of this.

Dr Djordjevic will take over Dr Charge's role within our PCN and Federation during her leave.

Improvement Grant – The practice applied for funding from NHS England for an improvement grant back in July. This is to refurbish the derelict building next door to the practice. Practice has not yet received a response but should have an answer by 15th Feb 19.

PPG member asked if our practice has received support from the other practice we share premises with – Dr Djorjevic explained we are two separate practices so no support.

Discussion around practice moving to St Charles Hospital as PPG member asked if practice had been offered. Dr Djordjevic explained that majority of patients were not keen for the practice to relocate and this has been fed back to West London CCG.

Mental Health Funding – The practice has agreed with the CCG to offer mental health support for patients. The terms and conditions are agreed by the CCG and states the core contracts must be delivered by the GP Principles (Partners) and not locum staff.

The current contract for Mental Health is running until October 2019. There will be a new contract in October but practice unaware of what this would entail.

PPG members asked if there is anything the PPG can do to support the funding for mental health. Dr Djordjevic explained the decision for this year contract has already been made and practices are not yet aware of what the contract for next year entails. Dr Charge will be going to a meeting soon to find out what is in the contract. If support from the PPG is needed, the practice will inform them.

Grenfell – The funding for Grenfell was briefly discussed. There is a 3 year plan in place till 2020. The practice is continuing to offer 30 minute dedicated sessions to all those effected.

PPG member informed us that the CCG are currently going to door to door asking patients to seek support.

Departure of Nurse Practitioner – A member of the PPG asked why our Nurse practitioner is not able to stay at our practice. Dr Djordjevic explained our recent Nurse Practitioner was here on a locum basis. She was here to support the practice for Minor illnesses and not to support our Mental Health or Grenfell patients.

Dr Djordjevic mentioned we now have a clinical pharmacist.

Carers – JHP asked if we have a carer representative for our practice and if not JHP would like this role which was agreed.

All carers are entitled to a Carers Assessment appointment with our Health Care Assistant.

Communication between the practice and patients – Discussed Dr Kelso's retirement. Patients felt it was handled in a business manner. PPG members felt it should have been dealt with in a warmer manner and should have communicated this to all patients sooner. Dr Djordjevic explained it was Dr Kelso's decision and the practice respected his wishes. Agreed the practice should have put the patient needs first.

it was agreed it would be helpful to patients if produced in March as Dr Charge's absence could be made more generally known before she leaves. SD agreed to contact Health watch to establish how newsletter and other material could be distributed to all patients with internet without GDPR breach.

Phone contact – it was asked whether the voice message could be adapted to tell caller their place in the queue.

Next Meeting - TBC

Thanks to all for attending