

## North Kensington Medical Centre

### Patient Participation Group – October 2018

#### Notes

**Attendees:** Dr Djordjevic, Shona Elliott, Odetta from Health Watch, Patients SD, JC, HP, JR

**Staff changes** – Dr Djordjevic discussed our new My Care My Way Staff. Both Blessing and Stephen have now left our practice. Michelline is our new Case Manager and has previously worked for Rapid Response. Bernice is our new Health and Social Care Assistant. Both are full time.

Dr Djordjevic MCMW sessions will be held here at the practice every other Friday. Dr Charge's sessions will be held every other Thursday at the HUB in St Charles.

At the moment, MCMW is only available to patients aged 65 and over. This will change in July 2019 when the services will become available to all ages.

Dr Djordjevic confirmed all patient aged 65 and over will be seen by our MCMW staff for an annual review. 2/3 of patients have been tiered in to their appropriate group.

Currently 5 patients a week are being referred to the MCMW team.

**Newsletter** – Last newsletter published in July. Copies were made available at reception as well as on our surgery website.

**PPG membership** – It is known that membership is still very low. At our last meeting PPG members suggested displaying details on practice notice board, website and on TV in waiting room. This has now been completed.

Odetta suggested our patient leaflet to include more in depth information. Also kindly gave Shona a PPG GP Practice Resource pack to help promote our PPG.

It was agreed by all attendees that reminders for PPG meeting to be sent out a week before the meeting as well as on the day.

Email and SMS to be sent to potential patients inviting them to join the PPG.

**Service development feedback** – Dr Djordjevic and Shona spoke about the development our Primary Care Network. Our Network is called Neo Health and consists of 9 practices in total. Our combined patient total is 42,000 and our selected local objective is COPD. Dr Charge is the GP lead for Out Of Hospital services (OOH) and Shona is the Practice Manager lead for Local Objective.

**PMS and GMS contracts** – A member of our PPG asked about the changes with the PMS contact and whether the practice will be joining.

Dr Djordjevic explained about the 3 different contracts, GMS, PMS and APMS and confirmed we have a GMS contract and we will not change.

**Group Consultations** – was brought up as recently been in the news. Dr Djordjevic attended a group consult workshop back in June. Confirmed it's something we are open to but have to consider several other factors such as, lack of room space and confidentiality. Dr Djordjevic would like to hold a group consult for diabetic patient on insulin.

Practice is also looking into online consultations modules for less mobile patients.

**Building Developments** – Plans for the practice to extend the surgery where discussed. The Practice is currently waiting to hear back from NHS England in regards to whether funding has been approved in order to us to furnish the derelict building next to the practice. – Should receive a response by the end of January 2019.

Dr Djordjevic and Dr Charge met with Kate Braidy from the CCG to discuss whether or not our practice would re-locate to St Charles as they have available space. This was declined by both partners as well as Dr Densham (GP from St Quintins).

Back in May the practice contacted Kensington and Chelsea council for support, which they came and viewed the building. SD also wrote to the council. Neither the practice nor SD heard back from the council.

The funding from NHS England will cover 2/3 of the cost so the remaining 1/3 will need to be sourced from elsewhere.

Dr Djordjevic also mentioned the grant won't be delivered until the lease for the premises has been signed. We are currently in the process of renewing and negotiating the lease.

**Grenfell** - We are continuing to offer longer GP appointments to all those affected by the fire. Both partners meet with the outreach team once a month for feedback which they find helpful and informative.

**Next Meeting 13.03.2018 at 6.00pm at the Surgery**

Thanks to all for attending