

North Kensington Medical Centre

Patient Participation Group – April 2018

Notes

Attendees: Dr Charge, Dr Djordjevic, Lucy Stewart, Shona-May Elliott. Patients HH and SD

Staff changes

Dr Hames has changed her name to Dr Charge due to her recent marriage

Shona-May Elliott was introduced as Frasser's replacement. She will be attending PPG meetings in future and liaising with the group

Dr Tatjana Djordjevic introduced herself as the new partner replacing Dr Kelso on his retirement

Comments were made regarding the lack of communication about Dr Kelso's retirement. It was explained that the way in which Dr Kelso chose to withdraw from the practice was a personal matter and he had specifically wished to retire quietly without fuss. Up until very recently he was undecided as to the exact details of this event. There was always an option to remain as a salaried partner following retirement from the partnership and this was the reason that no official communication had been made. Dr Kelso has now chosen to continue at NKMC in the capacity as a locum and this has been communicated to all patients. There was a 6 month overlap between himself and Dr Djordjevic which was felt sufficient for all regular attending patients to be informed personally. Dr Djordjevic is now fully acquainting herself with all her patients.

Newsletter – It was felt that a newsletter was due as none had been issued for two years. It was suggested that Dr Kelso's retirement should feature in the newsletter.

Other items to be included:

Other staff changes, Current services offered (to include My Care-My Way), PPG advert to encourage new members.

PPG membership – It is known that membership is very low and the group was asked if there were suggestions as to how to improve this. Long term condition talks were suggested and a dedicated PPG board in the waiting room. A leaflet to be given out to newly registered patients and information on the waiting room screen. SD offered to read any material produced to ensure patient friendly

The idea of returning to an evening meeting was re-discussed and the next meeting was agreed for October 17th at 6.00pm. The group requested an e-mail reminder shortly before the meeting

Service development feedback – Dr Charge spoke about the forthcoming ‘primary care home’ initiative where geographically based practices will be working closer together in order to achieve administration efficiencies and unified care - through the integrated community care team (My Care-My Way, District nurses and Rapid Response)

Building Developments – There is a wish in NHS England to make efficiencies in estate costs. Locally this possibly means selling the practice building for redevelopment and the practice moving to alternative accommodation locally. This is still very much at early stage discussion with no firm plans, and, as previously, may result in a decision to preserve the status quo

Funds have been offered by the Grenfell fund to develop the derelict section of the building for services that form part of post traumatic therapy such as counselling rooms and massage treatment rooms. There is a chance that the surgery may benefit through additional rooms for meetings etc. No decisions or formal offer as yet however.

Next Meeting 17.10.18 at 6.00pm at the Surgery

Thanks to both patients for attending