



**Brocklebank Group Practice**

**Minutes of the Patient Participation & Involvement Meeting**

**Wednesday 9 March 2016, 6pm**

**Brocklebank Attendees:** Mrs Sue O'Donnell Business Manager  
Miss Tina Pascoe Practice Manager  
Miss Julie Walmsley PA/Managing Partner

**Patient Attendees:** List on file.

	<p>The meeting was chaired by Marion Endicott (patient) with input from Sue and Tina and was minuted by Julie.</p> <p>Marion welcomed everyone and outlined the agenda, introducing Sue for the first item.</p> <p>See attached presentation.</p>
1	<p><b>Primary Care 101 (Sue)</b> Outline of practice staffing, activities, patient numbers, the long-term disease areas and the many initiatives through which the practice works to achieve funding.</p>
2	<p><b>Registration Process (Tina)</b> Tina explained that we were changing our new patient registration process to ensure that online and offline registration is exactly the same.</p> <p>From 1 April, everyone has the right to see their medical records online so we are putting checks in place to ensure that access is simple but there is strict security of confidential medical information.</p> <p>There are many factors to take into account such as:</p>

	<ul style="list-style-type: none"> <li>i) Asking for photo ID for access to medical records so we can confirm the identity of the applicant (even if they already have access to online appointment and prescriptions).</li> <li>ii) Making sure a GP looks at all requests for access to medical information to ensure we aren't breaching third party confidentiality, so deducting information where appropriate, and;</li> <li>iii) Only providing personal access to a medical record and not giving access on behalf of a third party e.g. children. Access on behalf of a third party will only be granted under special circumstances and will be decided by the GP e.g. access on behalf of a patient without Mental Capacity or access on behalf of a patient with learning difficulties.</li> </ul>
3	<p><b>Terms of Reference (Sue)</b>  Sue had worked up a draft set. <b>Action:</b> After general discussion, it was agreed Sue would bcc-distribute them to the group for feedback to her by Weds 23 March for collation and redistribution.</p>
4	<p><b>CQC (Sue)</b>  Likely inspection this year; aspiring for an 'outstanding' grade and keen to see that the practice gives a good account of itself. We understand the inspection will follow 5 key lines of enquiry. The inspection team will ask for a lot of information from us in advance but will also collect input from sites such as NHS Choices, Public Health and they will be looking at the national patient survey.</p> <p>Experience from other practices recently is that there was sometimes a short notice request to cancel an inspection by CQC because of sickness absence. After general discussion about how to react should this happen to us, it was agreed we should cancel at their behest but ask for a specific rescheduled date, at our convenience, no later than 4 weeks after the original date.</p> <p>The patient group emphasised their willingness to help without hindering.</p>
5	<p><b>How can patients help in a cost constrained environment?</b>  The group raised the following examples:</p> <ul style="list-style-type: none"> <li>i) Long term condition patients who consult numerous times in a week.</li> <li>ii) Patients not taking medications properly or fulfilling repeat prescriptions for fear of upsetting doctor.</li> </ul>

	<p>iii) Patients not turning up for appointments (DNAs)</p> <p><b>Action:</b> They suggested putting a “Patients’ View” board in the waiting room presenting the cost of a GP appointment, the cost of an A&amp;E appointment and the cost to the practice from the number of DNA appointments in any week, with sticky notes alongside for people to write their messages and comments.</p>
6	<p><b>Building (Sue)</b></p> <p>The Brocklebank Health Centre premises have been nominally bought by Wandsworth Borough Council as phase 3 of the improvement scheme in this area. Phase 1 is the school on the corner of Alton Road &amp; Garratt Lane. Phase 2 is the redevelopment of the flats behind Brocklebank.</p> <p>The plan is for the surgery to move into a purpose built building on the corner of Swaffield Road and Garratt Lane in 4-5 years’ time. We have some concerns that getting work done on the current building as we get closer to the new build will be increasingly difficult and so we will try and lobby for improvements as soon as possible .</p>
7	<p><b>Next Meeting</b></p> <p>The patient group agreed they would like x4 meetings a year:</p> <ul style="list-style-type: none"> <li>• x2 meetings to be general updates and</li> <li>• x2 workshop-led ones with invited guests or meetings with/at external seldom heard groups.</li> </ul> <p>Next meeting to be used to establish which workshops and guests (Dr Peter Ilves, Clinical Lead for self-management an early suggestion).</p>
	<p>General discussion around the table about who the patients were and what they had done in previous lives.</p> <p>Marion thanked everyone for attending and offered the chair role out to any volunteers; it was agreed she should do it again, if willing, since she had done it so well – which she kindly accepted.</p>