



Brocklebank Group Practice

Minutes of the Patient Participation & Involvement Meeting

Wednesday 20 June 2018, 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), led by Sue with input from Tina and minuted by Julie.</p> <p>Marion welcomed everyone and led round-the-table introductions. She outlined the agenda, introducing Sue for the first item.</p> <p>See attached presentation.</p>
	<p>Minutes of the last meeting (22 March 2017) On website.</p>
1	<p>Practice Update - 2 Become 3</p> <p>Brocklebank and St Paul's Cottage Surgery acquired The Haider Practice on St John's Hill, Battersea from 1 April 2018. The patient lists will remain entirely separate and patients won't see or feel any outward changes. With growing patient lists at all 3 practices, this will bring benefits through aligned back-office functions (payroll, finance and HR issues will be managed centrally by Brocklebank), access to new services (phlebotomy and minor ops for Haider Practice patients) and internal succession planning (new partners appointed). In addition, the combined patient list size of about 30,000 patients means that we are in a position to bid for funding for new opportunities as they arise from NHS England.</p>
2	<p>Clinical Pharmacist – Laura Barraclough</p> <p>Laura joined staff 6 months ago, is an expert in medication and is able to issue prescriptions. She works 5 days a week across Brocklebank Practice, St Paul's Cottage Surgery and The Haider Practice; she is specifically at Brocklebank on Mondays, Wednesdays and Fridays. She handles patient medical reviews and is an expert on diabetes. You can make an appointment or telephone consultation with her direct (not online yet).</p>

3

Contract

Practices operate under either a Personal Medical Services (PMS) or General Medical Services (GMS) contract. We've recently re-signed this year's, which entails more stringent service conditions for less money.

i. **8til8**

Brocklebank is open until 8pm 3 nights a week and on Saturday mornings. The funding available makes it difficult for individual practices to operate that service across 7 days a week so Wandsworth Clinical Commissioning Group (WCCG) and Battersea Healthcare, a multi-speciality community provider (our "Federation") fund 3 centres across the Borough (Clapham Junction, Tudor Lodge and Balham Health Centre) to be open for the additional hours, into which all Wandsworth practices can book patients. This is offered to all our patients.

ii. **Electronic Referral Service (eRS)**

From 1 July 2018, all hospitals will switch off their faxes and will only receive referrals electronically. Brocklebank is a very technically savvy practice and many of our GPs already use this facility. It will enable the GP to book the appointment with the patient in their consultation if time allows, provide the patient with the link to book the appointment themselves or our staff can contact the patient later and book the appointment with them over the phone. If you are referred in the next few months, please send any feedback to Sue on how you feel it went (sue.odonnell@nhs.net)

iii. **5 Year Forward View / Transforming Primary Care**

Funding is provided for longer appointments called Planning All Care Together (PACT) for our frail and most complex patients, of which Brocklebank has 240. Seen by a nurse first for any work-up (blood tests, etc.) they are then seen by a GP for up to 30 minutes, allowing them time to speak to the patient as a person rather than as a disease.

4

The Building – Brocklebank Health Centre

We are bursting at the seams in our existing premises and can't extend or offer more services in the way we would like. A new building is to be built on the corner of Swaffield Road and Garratt Lane into which we will move. The Council has compulsorily bought the existing properties and plans are currently in the planning permission stage. Patients agreed they would like to form a lobby group to petition Earlsfield Ward Councillors to make sure the new building is appropriate and fit for purpose. Sue will forward more information to everyone so that those who are willing and able to be involved can be.

5	<p>General Data Protection Regulation (GDPR)</p> <p>The NHS has been championing patient and information confidentiality for years. The new regulations brought in on 25 May don't exceed what we already have in place but did oblige us to produce a Privacy Statement which is in reception and on our website. Circulated with the minutes – please do feedback any thoughts on it to Sue (sue.odonnell@nhs.net). We would like this to be easy to read for all patients so if there are any parts you feel could be simplified, please do say.</p>
6	<p>Insurance Companies</p> <p>One detrimental effect of GDPR (see above) is that practices can no longer charge insurance companies for the photocopying of patient notes, many of which are very lengthy and take considerable staff time. Whilst previous charges didn't make a profit, they meant practices broke-even whereas now the work is done at a loss. It also means that insurance companies are leading patients to ask for their entire set of notes, some of which might not be in their best interests. GPs and administrators are phoning patients to check that they actively ticked the box to allow this. All of which takes more time and costs more. Sue is speaking to the BMA and the Information Commissioners' Office for guidance.</p>
7	<p>Patient Participation & Involvement (PPI) – Whiteboard</p> <p>Sue and Dr Farah Jamil, who works at both Brocklebank Practice and St Paul's Cottage Surgery, are our PPI leads. We have a new whiteboard on the wall in the waiting room which will focus on a question every 2-3 months (currently the patient journey for those who are hard of hearing) along with 2 specific condition-related questions (currently falls and diabetes). Questionnaires are below the board with boxes to return them in at reception. They are also on the practice website. Please do fill one in if pertinent to you. Action: to be added to the electronic patient messaging board which calls patients in to their appointment (Jayex).</p>
8	<p>Privacy (Marion – Wandle Locality Patient Rep & Meeting Chair)</p> <p>Security is being raised as an anti-fraud initiative at the Members Forums (monthly meetings attended by the Locality patient rep and a GP/deputy from every practice in Wandsworth, of which there are 24). Looking to raise awareness to check how closely the person behind you is standing when you check in at reception whether verbally or with the electronic arrival machine, both of which involve you confirming your name and date of birth. Suggestions to circumvent this include patients being:</p> <ol style="list-style-type: none"> a. Given their personal EMIS number, which is assigned to every patient through the medical record software used by their practice and is uniquely

	<p>but anonymously identifiable</p> <p>b. Handed pen and paper to write down their name and date of birth.</p> <p>Highlighted as an important consideration in the new build (see point 4 above).</p>
9	<p>General Discussion Points</p> <p>i. Telephone: request for more staff. Sue explained that we have 4 lines which are manned by receptionists working shifts from 8am-8pm and the building physically limits us from putting in more. Action: Topic to be brought forward for a separate meeting:</p> <p>a. Suggestion that a receptionist in waiting room trains patients how to use Emis Access Online to book appointments on their smartphones.</p> <p>b. To bring scope of what a receptionist does to a future meeting – often staff get a bad rep but are dealing with more than what you see and face-to-face contact with those suffering from mental health problems, language difficulties and general rudeness makes the job very taxing. Patients expressed their support for our staff and recognise that it is not the receptionists’ fault if the appointments have run out (demand definitely outstrips what we are able to provide) and they are trying to be helpful by offering alternatives to help all patients.</p> <p>ii. Medication Mismanagement: Laura is reviewing medications and will actively call patients. However, if there is a problem with yours, please tell a GP or Laura - don’t stay silent or squirrel the wrong medication away in a drawer!</p> <p>iii. Diabetes: Some clinics apparently refuse to display Diabetes UK literature. Brocklebank isn’t one of those and held a second Diabetes Champion Event in the waiting room on Thursday 21 June with expert patients offering advice and lifestyle changes. The last one was well received, with 25 patients signed-up.</p>
10	<p>AOB</p> <p>i. Newsletter: Sue explained that sick absence last year had prevented the publication of a Brocklebank Practice Newsletter in recent months but she was working on one now. Any input gratefully received.</p>
11	<p>Marion thanked everyone for attending. Meeting closed.</p>