

WALLINGTON FAMILY PRACITCE

Notes of the Patient Participation Group Meeting Held on Wednesday 19 July 2023

This meeting was held in the meeting Room at Wallington Family Practice

Present:

Noor Sumun (NS) – Chair, Adrian Mann, (AM), Valerie Mann (VM), Robert Mann (RM), Gareth Gregory (GG), Veronica Renwick (VR)

WFP: Nabeel Asghar (NA), Naila Khan – minutes (NK), Dr Hossein Ally, GP (IHA)

Apologies:

Ashish Pawargi (AP), Jane Davies (JD)

1. Welcome and introductions were made– NA
2. Minutes of last meeting on 29/03/2023 were approved.
3. Follow up/Updates following previous meeting
 - a) **Telephone system:** The PPG asked for an update on when the new telephone system will be introduced? NA advised the estimated date for this is in October and the new system will have a call back option.
 - b) **Patient surveys:** The PPG asked when the survey results will be produced. NA advised that the results will be out on Friday and will be ready for review at the next PPG meeting.
Action: NA to bring Survey Results for next meeting
 - c) **Pre Bookable slots:** The PPG asked if slots can be pre booked?
NA said that Wallington Family Practice serves 16.5k patients and has 4500 appointments monthly. IHA advised that the 'on the day appointments' way in which we offer appointments is the fairest option for patients to be seen. NA also said that if patients can go on line to book their appointments then this also is a good option, rather than trying to call at 08:00 and 14:00. NA further added that it takes some time for people to get familiar with changes.
 - d) **Blood Test Results:** The PPG asked for clarification on the text that is received regarding blood test results as it is not clear. NA said he would amend the blood test result text to make it clearer.
Action: NA to review the blood test results texts to make sure they are clear
 - e) **Fasting blood tests?** The PPG asked if 'fasting' is required for blood tests as it not made clear? NA advised that if fasting is required, the Clinician would make this clear.
 - f) **Booking a blood test-** The PPG asked if forms are required for blood test as it is not clear in the texts? NA said he will check the wording of the texts and report back at the next meeting.
Action: NA to review the booking blood test text and make sure they are clear
 - g) **PSA criteria:** The PPG asked what the criteria is for a PSA test? IHA advised that this will depend on the symptoms the patient is having at the time as some of the results can give false readings and this will need re-testing, hence there isn't a national screening programme for this as yet.

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- h) **Vitamin D deficiency:** The PPG asked if patients have to request this test or is it done routinely? IHA said this isn't a standard test and Clinicians are becoming more aware of the 'At Risk' groups who may need this test. Once a Vitamin D deficiency is picked up, the Clinician will monitor it or request a test if they are concerned.
- i) **Special Needs (Autism):** The PPG asked if this group have special health check-ups? IHA said this is a national campaign and is an ongoing activity.
- j) **Special Needs Blood tests:** The PPG asked if LD patients have a blood test prior to their appointment. IHA explained that if the blood test results are normal, we do not make any contact. If there is an abnormal result, then this is flagged and a letter is sent to the patient to ask them to make an appointment.
- k) **Special Needs patient appointments:** The PPG asked how do this group make appointments? NA said they LD patient can go to Reception to make an appointment at 08:00/14:00 but we cannot future book their appointments.

4. Wallington Family Practice update from NA:

- a) The Practice Telephone system will be changed over in October
- b) Flu vaccinations scheduled for September and we will let the PPG know the dates
- c) Dr. Roughley is reducing his hours to two days per week and Dr Sheikh will be joining the Practice for three days per week from the 7th August 2023
- d) There are no further COVID guidelines published. However, there may be an Autumn programme that will be rolled out with the annual Flu vaccinations.

5. AOB:

- 1. The PPG wanted to know if they can see the GP as part of 'continuing care', especially when they have been booked to see a HUB GP? NA said he will check if this possible.
Action: NA to check if Patients can see the same GP when they book a 'HUB GP' appointment?
- 2. The PPG asked that happens to medications when discharged from Hospital? NA advised the Hospital will provide a 'Transfer of Care' document. The PPG asked if this process works and NA advised that it does work.
- 3. The PPG asked if the Practice will take part in the Sunflower Lanyards project. This project helps patient with hidden disabilities be noticed. Simply by wearing the sunflower lanyard, patients with hidden disabilities are letting others know that they might need extra help, understanding or just more time. NA said he is awaiting training material for staff.
Action: NA to chase delivery of materials and to see if this includes the Lanyards for patients
- 4. The PPG asked what plans we had for the large seating area in Reception which is now redundant as so few people now attend in person? NA said there were no plans to re-use the space; as this is beyond the control of the Wallington Practice Manager, it is managed by Assura.
- 5. Noor advised that representatives from the Volunteer Centre will attend our next meeting.
- 6. Date of next meeting – **Wednesday 25th October 2023 date 4 to 5pm**. Please note that currently we plan for this meeting to be held face to face in the 2nd floor meeting room at Jubilee Health Centre. Please go to the 2nd floor waiting area where you will be collected from.

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Action List

Issue	Action	Owner	Status
Follow up b	Patient Survey Results to be made available by next meeting	NA	New
Folow up d	Check Blood test result texts for clarity	NA	New
Follow up f	Check blood test texts to see if it is clear if forms are required	NA	New
WFP update b	Advise the PPG of the Flu vaccination dates	NA	New
AOB 2	Can patients see the same GP when book GP Hub appointments	NA	New
AOB 3	Provision of Sunflower lanyards for LD Patients	NA	New