

Chalfont Surgery

Patient Participation Group (PPG) Meeting Minutes

Date/Time: Thursday 18th May 2023 at 1pm.

Attendees:

- Mario Paschalides (Practice Manager)
- Dr H Grewal
- Dr P Gash
- Ayse (Admin Team Leader)
- Gizem (Admin Staff / Minute Taker)
- Mrs Joy Muschett (Chalfont Patient)
- Mrs Pirjo Kariolis (Chalfont Patient)
- Mrs Linda Cooper (Boundary Patient)

Agenda:

- Introductions
- Minutes of last meeting
- Surgery updates including:
 - Planned Merger
 - Training practice application
- GP patient survey
- Performance data
- Any other business

Minutes of last meeting

Mrs Muschett asked if we receive feedback regarding the community hub services that was mentioned in the last meeting. Mario replied that we do not receive figures on how many people attend the services however it is not being utilised much and we are trying to refer more patients.

Mrs Kariolis asked if the dietary advice by the healthy lifestyle advisors is only for Children. Dr Grewal answered that it is for adults and children. It is for patients who do not fall into a specific category meaning they are not overweight where they need specialist care/surgery. They weigh more than they should/They may have been diagnosed with a condition recently where their weight has an impact on.

Surgery updates

Dr Grewal mentioned that the Merge of Boundary and Chalfont Road surgery has been approved. It is planned to take place on 1st of July. The surgery would be called Chalfont Surgery as of 1st of July. Most patients attending the surgery will not notice a difference as it is the same location, same staff answering calls, same telephone lines, nurses and doctors. It is more effective on administration, in terms of what happens in the background of the GP.

Dr Ojike has applied to be a GP trainer. Once his application and the location of the surgery is approved, potentially trainees can be allocated to us. Trainees most likely stay with the surgery they have trained with as they become more familiar and they like the environment.

Dr Grewal mentioned that there is a programme currently underway for refurbishing the building. The health authority is currently working on the programme to see what needs to be done and how they are going to do it. This may include renewing the floors, fresh paint throughout the building etc.

Performance data

As per performance data sheets given out in meeting.

Dr Grewal mentioned that hundreds of messages are sent out to patients. The main question regarding the performance data is what your experience with our service was. Generally, across the NHS the figures are good.

Key performance indicators for Chalfont and boundary surgery are things that the NHS wants the surgeries to focus on. It looks at things such as cancer screenings, cervical screening, immunisations, patient feedback etc. Draws out how many people attend their cancer screenings, how many people are eligible for smears and attend, how many children complete their immunisations etc. We provide information to the NHS every 3 months on how we are performing, and they benchmark us a target.

The team including doctors, admin staff, staff members upstairs try to keep the numbers up constantly. It is a continuous effort of text messages being sent, calls being made, posters going up etc.

Mrs Kariolis asked what the age cap is for the cancer screenings. Dr Grewal says for bowel screening it is 50-64, for cervical screening it is 25-65, breast screening is 47-64. The automatic recall system stops once you are over the age cap. You can call up and request a mammogram or smear test if you have concerns and have passed the age cap.

Any other business

Mrs Kariolis asked if there are any aid support groups. Dr Grewal says there is a pain service in the community for patients who are complex and have a lot of chronic pain that we cannot manage. There are also specialist services, but they have a very narrow criteria and want patients who they can genuinely help. In terms of day-to-day support groups there are not much and would be more symptom management.

Mrs Kariolis also asked if there are any bereavement counselling. Dr Gash answered that there is a self-referral counselling service called IAPT. They offer counselling for a lot of things such as bereavement, depression, mental health, anxiety etc. They offer both telephone counselling and face to face.

Mrs Muschett asked if there could be more patients attending the PPG. Dr Grewal added that we should advertise it more for patients that may want to join. We have sent a batch text before and there has been several patients who has joined the PPG patient list however has not attended the meetings.

Next meeting scheduled to take place on 7th of September 2023 at 2pm.