1. Welcome and Introductions

Welcome and introductions were made. RW drew the meeting’s attention to the ground rules for the meeting as well to the venue’s house rules.

2. Minutes of June 2017 meeting and matters arising

Minutes of the last meeting were reviewed and agreed as accurate with the following amendments:

- Page 8 – the first bullet point should read Patients are asking what the arrangements are for the future of the practice as they know it is closing

2. Primary Care Quality

2.1 GP Patient Survey (GPPS) results, July 2017

JY highlighted the GPPS results based on an annual survey carried out by Ipsos-Mori on behalf on NHS England. She noted:
It is sent out in January – March 2017 and the results are published in July.
It is a good marker for the CCG to look at how the Southwark practices compare against each other and also compare with other areas.
Making appointments, waiting time, opening hours all equal good indicators for patient experience.
The surveys are posted out centrally to a random sample of patients per practice.
The CCG has asked practices to discuss the result with their PPGs and look at whether any improvements need to be made.
There is increased variation in this year’s results across Southwark.
Page 12 shows the results about overall experience of your practice.
All the Nexus practices (apart from Sir John Kirk Close) are included under Princess Street.
The CCG has asked practices to use the Friends and Family Test (FFT) about whether you would recommend the practice to a friend or family members and is asking that they use this for a larger number of patients.
Page 15 – telephone access – this is a large areas of variation. HO noted that sometimes she makes an appointment by phone and sometimes on line. AL noted that at the Artesian it is easier than it was previously at Grange Road. IP noted that he can get through on phone but sometimes receptionists are not helpful. MD books his appointment at his practice at his previous appointment though he also noted that when patients want to see a particular GP they will have a longer wait.
It was noted that the Southwark response rate is 26% and if people wanted to look in more detail at their practice results including how people had filled it in from their practices they could look online at https://gp-patient.co.uk/surveys-and-reports.
JY noted that the CCG is asking some practices to develop action plans to address access where they have low scores.

In response to questions and queries, the following was raised:
• It is difficult to influence the national survey.
• The CCG will look at site level data for FFT.
• HO noted that she gets FFT texts after cancelling appointments or picking up a prescription. JY said she would feed this back to the practice and encouraged HO to also do this.
• HO noted that when she goes to hospital she can’t find her practice as Manor Place comes under Princess Street rather than Nexus. JY acknowledged this and said that there are national problems with the Capita service and this has particularly affected Nexus.
• MD noted that people who may not use the GP often and try and get through on the phone and find it difficult may have different experiences.
• HO noted that many practices have locums in place and this will impact on satisfaction levels. JY noted that this is often age / complexity of health.
issues related. She also noted that there is a national recruitment issue for GPs and that Nexus is trying to address this through its merger.

- RD noted that there are two main drivers in primary care – work together where it makes sense such as via Quay Health Solutions (the GP federation) and to have first contact by telephone but this phone experience needs to be good.
- HO noted that many people with mobiles do not want to phone and wondered whether there was an option of leaving message to be called back. RD suggested that this is a fair point as it does impact on people who do not have much money and these are the kind of discussions to take forward at a practice PPG level
- AL noted that using on-line services and phone services can impact negatively on older people

4. Healthwatch Southwark

AG and CdS introduced themselves and gave an update on the Healthwatch GP appointments system project and noted:

- Healthwatch is an independent organisation and represents people’s views on health and care services.
- They also sit on many committees of health and care organisations in Southwark
- They talked to local people last year and spoke to over 400 people (face to face and surveys) about what is important to them to help their plan their priorities. One key area that came up was access to GP appointments
- May – Aug HW looked at different GP appointment systems in Southwark and did a review by asking all practice managers in Southwark to complete a survey to understand their systems
- They also carried out enter and views and visited every GP practice site (not just each practice as different sites (e.g. Nexus has different systems at different sites) in Southwark with a small team of volunteers. They also interviewed patients in the waiting area and reception staff during the visits.
- They also had an on-line patient survey.
- Healthwatch handed out some preliminary findings but noted that they are still in the process of cleansing the data.

In discussion the following was noted:
- That different practices have different systems in place
- PPGs and chairs of PPGs have a role in bringing up issues with the practice about their systems and getting it on agendas of PPG meetings
- Some discussion on whether the appointment system has any impact on people who do not attend (DNAs) their appointments. HW did ask practices including access, appointments, cancellations etc
MD asked that in the report could HW also publish the practice size in as this would influence the system that the practice has in place

5. Patient Identified issues.

5.1 Feedback from July Engagement and Patient Experience Committee (EPEC)
MD fed back that the main agenda items were discussing the GP patient survey results and also the skills and knowledge and experience required by members of EPEC to provide assurance to the CCG Governing Body about engagement.

5.2 Feedback from Practice PPGs and Southwark PPG Network meeting

Nexus
Nexus members reported that there had been a joint Nexus PPG in which the following items were discussed:

- Open day 6 Sept at Inspire Centre was well attended with over 100 patients and was promoting Nexus. HO was able to recruit PPG members for other sites. There was an information stall for weight management for adults and the free swim and gym and talks from clinicians on weight management.

Nexus – Walworth Partnership
- PPG was in August and they discussed the NHS prescriptions consultation

Nexus – Bermondsey and Lansdowne
- Very professional service but not yet attended a PPG

Nexus – Aylesbury
- The last meeting was in June

Nexus – Princess Street
- Last meeting in July and was quite a small meeting
- King’s College Hospital has asked Nexus to run a self-referral trial for physiotherapy services and the PPG reviewed the self-referral form.
- There was a discussion about self-referring to the podiatry service

Albion Street
- There hadn’t been a recent meeting

Southwark PPG Network
- HO noted that their PPG is working with Community Southwark via the CCG healthy communities project and they are looking at working with housebound patients
6. Changes to the Pharmacy First Scheme

JY highlighted an important change to the Pharmacy First scheme, effective from October 2017 whereby only patients registered with a Southwark GP will be able to use the scheme or residents who are not registered with a GP (at the pharmacist’s discretion) but they should be given advice to register with a GP. This brings us into line with the schemes in Lambeth and Lewisham where the services are provided just for their patients.

JY also noted that the CCG has just carried out a consultation to proposed changes to what medicines are available on NHS prescriptions and that NHS England is currently carrying out a national consultation on this.

CdS asked how people who are not registered can prove that they are resident in Southwark. JY clarified that this is up to the pharmacist and being sensible. The pharmacists write down on their system the address and name of the patient.

7. Any Other Business

7.1 RW reminded member that the July NAPP newsletter was included in their packs to circulate to other members of their practice PPGs.
7.2 RW highlighted the Guy’s and St Thomas’ leaflet about becoming a member of the GSTT trust and encourages members to take it away and read it and see if they wanted to become a member.
7.3 RW highlighted the CCG summary annual report for 2016/17.
7.4 MD highlighted the Time and Talents tea dance 13 Oct, 17 Nov, 15 Dec in the Time and Talents space in the empty shops opposite Tesco’s at Surrey Quays.

8. Date and time of next meetings and any other business

1 November 2017