

## **Exchange Surgery Patient Participation Group**

### **Minutes from meeting November 13, 2019**

#### **Present:**

(AW) (Chair), Dr Emma Rowley-Conwy (ER-C) (GP Partner), GWS, PW, CA, JCS, SMP, AR, GA, GP, LB, RP, CG, MI, FM, AA, EP, DS, ER, AE, DC

#### **Apologies**

No apologies were received

#### **Opening remarks**

AW welcomed all – and restated that he would like to stand down as Chair – and asked that anyone who would like to take over to let Lucie or ER-C know

#### **Overview and update**

##### **Primary care networks**

ER-C explained the meaning of Primary Care Networks – which is a network of other local surgeries (not Streatham High Practice) amounting to 54,000 patients. The new network means the Exchange Surgery has access to a social prescriber/link worker and six clinical pharmacists.

##### **Focus on Type 2 diabetes**

ER-C said that as part of specific quality improvement, TES would focus on Type 2 diabetes. The ambition is to create a group of around 300 people living with Type 2 diabetes by April 2020.

##### **End of life care - training**

There is also an ambition to train 150 “champions” who will help improve end of life care with advance care planning in the next three years.

##### **New phone system**

A new telephone system has been agreed and will be installed shortly.

##### **Development plans for the surgery**

Plans for developing a new area in Gracefield Gardens have been agreed with work starting in February – this will give an Exchange Surgery dedicated waiting room and an extra consulting room and more administrative space.

##### **Online triage**

An online triage service is being reviewed – more details to follow

##### **NHS App**

PPG members were urged to get the NHS app – which should make getting appointments and viewing your health records easier. You can download the app at the App Store on your phone – more information here <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>