

Exchange Surgery Patient Group Meeting

Minutes from meeting Thursday 13th February 2020

Present: Lucie Lehane (PM), Dr Iman Velji (GP Partner), Patients: GG, FM, SS, MI, DS,GP,ST,GL,AE,SW

Apologies

Angus Wrixon was unable to join us, and Lucie advised that he officially stepped down from chairing position, so we have a vacancy.

Overview and Update

Chair position

Group was asked if anyone would like to step in. There were no volunteers but patients stated that it might be helpful to see chair job description. Lucie said that brief bullet points of chair's responsibilities were in the email invite sent out. Group asked to resend the email, as well as minutes from November's meeting.

Dr Velji asked patients why they think no one volunteers to be a chair. Some patients stated that chairing the patient group can be very demanding, as chair would be required to attend many other meetings and there is a time's commitment which many felt do not have.

Lucie highlighted that she cannot be a chair as this is patient's group and should be led by patients. The future of this group depends of finding a chair.

Phone system

New telephone system will be installed and the practice is in the preparation stage. There should be only positive changes to the system, such as call queuing, advice given on the phone, less waiting time for pick up. If another practice within our Primary care is on the same system, this means we can easily pick up phone calls from that practice (we had a telephone outage last week and we could not pick up phones, with the new system, we could do have a workaround from the other practice).

The practice will need to change a phone number – this will be communicated to all patients before it happens.

Chair Exercise

Valley Road Patient Group runs weekly chair exercise classes for elderly patients. Some of our patients do attend these classes and practice's GP partners helped the group financially for this year's funding shortfall. Someone from that group was scheduled to come to the meeting as they are looking for patient volunteers to help running the classes on rotation basis. If anyone is interested, please let Lucie know and she can link up with Suzy or Sandra from Valley Road.

Gracefield Gardens rebuilt works

The project has been delayed slightly, but we are still scheduled to move this year. The construction works should start in April, and we hope to be in the new premises by autumn. Our reception desk will be where current phlebotomy department is. Patients asked where phlebotomy will go during and after the works – Lucie is not sure but said she will try and find out.

Coronavirus

Some patients are worried and asked why the surgery is open, and whether it should operate via phone calls only. Lucie explained that the guidance to practices is clear that anyone who travelled to certain Asian countries should contact 111. The posters are being put at the reception, on our website and Lucie asked the building manager to put them up on the front door.

Streatham Primary Care Network

We are collaborating with other practices in Streatham on few projects, for example Focus on Type 2 Diabetes, if anyone with diabetes would like to support this project please contact the practice, as meeting started already. The project is about improving data collection and check –ups for patients with diabetes (for example how to improve the uptake of urine tests)