

Summernote Surgery Patient Participation Group Meeting

Minutes

Wednesday 23rd May 1830 hours

Patient Attendees: [REDACTED]

Surgery Attendees: Dr Rak Balendran, Janet Carlo, Carla Michalska

Apologies: [REDACTED]

Chair: [REDACTED]

| | | Action |
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| 1. | <p>Matters Arising from meeting held 15th November 2017 – no matters arising.</p> <p>E consult - Summernote has been approved to pilot econsult and is currently in contact with the CCG awaiting implementation. RB has been shown software and practice staff to visit surgeries who currently use the system . Discussed new way of consulting – enables wider access to GP and actively sign-posts to most appropriate healthcare professional if GP appointment is not necessary. Also provides a guide to receptionist, who can use econsult with patients who are unable to access the online facility. Practice aims to enhance GP contact time with patients who may have more complex needs whilst also improving access on the telephone line.</p> <p>Bowel Scope Screening- Update from CCG re Bowel Scope Screening (enhanced screening for bowel cancer that is not currently implemented in Bromley) - "The planned roll out for Bromley is late summer. They cannot tell us which practices will be targeted first however as they have not worked this up yet. The National screening team based at Lewisham hospital are likely to update the practices before us so let us know if you hear anything too."</p> | |
| 2. | Appointments – Carried Forward in EK absence. | EK |
| 3. | E-consults, Video-consultations – Carried forward in PC absence but discussed update as above. | PC |
| 4. | <p>Workshops – Successful Bowel Cancer Screening workshop 7th March – practice invited patients aged 59 prior to their first invitation for national screening programme (age 60). Patient information session run by Cancer Research UK representative which covered the following: - Bowel cancer facts and figures - What is screening, who is eligible and what does it involve? Summernote currently one of the top practices meeting screening targets. Discussed new contractual requirement of practices to send reminders to patients who have not been screened.</p> <p>Discussed future workshops – agreed to arrange Prostate Cancer and Breast Cancer workshops following previous positive feedback.</p> | JC/CM |
| 5 | Phone System – Five year contract with current telephone provider is due for renewal. Practice is currently meeting with suppliers, will be shortlisting and visiting practices where the systems are currently in use. Impressed by systems | JC/CM |

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| | seen so far and believe will be a definite improvement, providing further opportunities in the future. | |
| 7. | AOB – Janet retirement - After joining the practice as a receptionist in 2012 and working as practice manager for 4 years, Janet has made the decision to retire. From 1 st August Carla will be taking on the role as Practice Manager. We discussed the time and work that Janet has invested into the PPG and what a positive impact it has made for patients and practice. As this would be her last PPG meeting as practice manger – decision made to arrange time with the PPG at the next meeting for all to wish her well. | CM |
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| | Next Meetings– Future meetings: Wednesday 29 th August 1830 | |