**Monday 2 July 2018**

**AGENDA** Agree Last Minutes

Phones Are Answered

Please don’t call to see if scripts are ready

**AOB**

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| **Last Minutes** | **Agreed** |
| **Online Prescribing Summary** | The Forum felt it would be beneficial for JK to do a Beginners Guide for them to comment on & then load onto the website |
| **Prescription Requests** | SC explained that patients still need to put in a request at the practice if required; it then goes to the pharmacy of their choice to be picked up from there. The pharmacy will give the patient the paperwork for the repeats to be ordered via the practice not via the pharmacy |
| **Medication Review** | SC explained that medication reviews need to be done by the GP not the pharmacists |
| **Royal Brompton Hospital [RBH]** | On-going saga as the government seems to be anti-specialist hospitals & overlooks the synergy that exists with the Royal Marsden & Chelsea & Westminster Hospitals. Moving & building a new hospital at St Thomas’s means it will become too big & impersonal |
| **GDPR** | Patient Forum asked if June could attend the meeting in December to explain what the consequences of this are for the practice & for patients. |
| **Consent** | From the age of 16 parents need their child’s consent to access their data. In fact **ALL** patients need to give written consent naming who can access to their records & speak to GPs on their behalf. Even between husband & wife we can’t assume that a patient would want their spouse to be present at an appointment. Consent is needed for District Nurses & Rapid Response Teams to access records & treat patients immediately rather than wait for the GP to provide the relevant information. Fears concerning research companies were allayed as SC explained that all information is anonymised as it’s used not for specific individuals but for specific conditions |
| **Phones** | There aren’t enough lines |
| **AOB** |  |
| **Patient Numbers** | Are good the practice has 8,500 patients & seems to be growing our turnover is about 15% |
| **Out Of Hospital Services** | The practice manages most chronic conditions in-house which keeps the nurses busy their time is often stretched especially as the responsibility to do dressings & to remove sutures is increasing, as services move away from hospitals to GP practices |
| **The Lease** | Remains a static issue & by December Dr Kilduff may have some more news |

**Monday 5 February 2018**

**AGENDA** Agree Last Minutes

Helphound – Newsletter - New Pharmacy Regulations - Online Prescriptions – AOB

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| **Last Minutes** | Agreed |
| **Helphound** | Progression of social media was highlighted & how it will in turn affect GP Practices which is why it is important to start thinking about how the practice should to build a presence, because Google is becoming such an influential presence & many people will look at what Google says when looking for a GP practice to register with. So, Helphound spoke about the effect of damaging reviews, & how practices would be breaking the law if they were to cherry pick or have patients writing rave reviews & suggested that the practice should actively seek input from patience but via themselves first. The aim to avoid bad reviews being seen without being dealt with prior to being published & without the practice being able to respond. The forum were not enthusiastic & seemed to agree that to ask for reviews could at this juncture create more negative criticisms than avert them. Plus, there were concerns about how this would be funded. Once Helphound had left a vote was taken 8 Patients 8 Nays – unless the GPs want it, they felt that Friends & Family was enough & were adverse to it being involved with a private scheme |
| **Newsletter** | Comments were made about editing parts of the Newsletter down & if it would be possible to use an alternative word to Triage as they found it confusing. AR said he’d look into it. It was also suggested that perhaps it may be worth mentioning Flu vax depending on when the newsletter was being published & the need for Young People to come in for an Asthma review due to it’s high fatality rate. The Forum also suggested that Prescribing Wisely could be edited down. |
| **New Pharmacy Regulations** | Prescribing Wisely is an attempt to regulate pharmacists more closely because they were often requesting repeat medications for patients without knowing if they needed more medication or not. Hence, it was causing medications to be stockpiled. Some pharmacies are offering to do medication reviews for patients. The practice is hoping that more patients will order their medication online. Please ignore Pharmacy 2U requests. Many medications can now be bought over the counter [OTC] paracetamol, Vitamin D & so on. |
| **Online Prescribing** | Could JK please attend the next meeting to help patients know how to do this, & to go through the online services that are being offered |
| **AOB** |  |
| **Specialist Hospitals** | VB updated the forum on proposed changes to the Royal Brompton Hospital |
| **Consent** | AW asked for access to records be explained - & - gave BS as an example. AR explained that BS would access patient records following a referral from a GP using implied to consent. Patients are referred only after a discussion with the GP. Records are not removed from the practice, as records were now stored electronically meant nothing can be removed. |
| **Dr Maham Stanyon** | Has received a teaching excellence reward – at the moment we have 7 GPs 5 of which are women. |
| **Asthma Reviews** | For the young are vital because asthma is still a cause of death in young people |
| **GPs** | AR explained that there tended to be more GPs in the morning as they were busier than in the afternoon |
| **Missed Appointments** | It was asked if the cost of an appointment could be included in the text sent to let a patient know that they’d DNA’s an appointment. |

**Monday 9 October 2017**

Present:           **Dr Kilduff -** Fred –Priscilla Shiffner - Frances Williams – David Williams - Jenny Montefiore - Victoria Borwick - Catherine Johnson – Carmen Montoya – April Weiss – Di Jones - Bernice Semple – June Kirkman

Apologies: Megan Herriott - Ali-Ashgar Sherkat – John Scott - Cherry Kennard – Paul Salmon – Donovan Prendergast –

Soyar Sherkat - Monique Hodgkinson-Cox –

**AGENDA** Agree Last Minutes

Update on Lease / service charge situation

Update on PMS contract review

Thoughts re: Newsletter

AOB

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| **Last Minutes** | Agreed |
| **Newsletter** | June Kirkman joined the meeting & it was decided that it might be good to add photos of the GPs to the Practice Website. The newsletter will now be published three times a year, in-line with the Patient Forum meetings. Services that we offer will be added to the Newsletter. |
| **Lease renewal and service charge** | No progress has been made. The maintenance charges are now in the hands of a Private company & are now seven times more expensive than before. We are now sitting tenants since April 2012 We have a sub-lease on the building from NHS Property Services. The practice has a surveyor and solicitor working on it but NHS Property Services ignore most contact with them, hence no progress has been made. |
| **Personalised Medical Services [PMS] vs Generalised Medical Services [GMS] contracts** | NHS policy is to amend PMS contracts in line with GMS contracts. Deadlines have come and gone – the aim now is to do this by April 2018. This will incur a big drop in funding for the practice. The PMS contract offered more flexibility because it was tailored to the needs of the practice population, whereas a GMS contract was more rigid in what it offered its patients re services. Emphasis in the past for both contract types has been on treatment rather than on preventative medicine however over the last 10 years this has been changing rapidly |
| **AOB** |  |
| **Patient Forum Meetings** | Since Dr Corbett’s retirement in June, Dr Kilduff was interested in knowing whether or not the Patient Forum felt it was necessary to have a GP join each meeting & how often they should be held. It was decided that it was helpful and informative to have a GP attend each meeting. The number of meetings held annually will now be 3, held on the 1st Monday of February, July and December |
| **Bernice Semple (PCN)** | Our Primary Care Navigator [PCN] is based here & at two other practices, & is employed by Kensington & Chelsea Age UK. She deals with patients who are 55+. BS reiterated the importance of having patients consent re the sharing of records otherwise people like herself are limited as to how they can help & as to how much they’re allowed to access the patients records. |
| **CQC** | Report will be issued for the patients to see in February – rated good in all categories |
| **Dr Sophie Redlin**  **(GP Registrar)** | Was welcomed to the Forum & she explained that she would be here working full-time for a year as a GP Registrar working with Dr Kilduff as her trainer. She has just spent a year working on a research project on Mental Health by comparing our primary care system to other systems abroad  The practice also has another GP Registrar, Dr Maham Stanyon working with Dr Raby for a year from August 2017 ( she works part time) |
| **Being Focused** | This was discussed as the Forum felt as though sometimes the attention is drawn away from the needs of the practice to topics which though interesting aren’t relevant to the |
| **Online comments** | 1. They like Systm1 2. Would like to know who the staff are |
| **chiropody** | Centralised booking – service is overloaded so there’s a long waiting list for being seen by the Community Podiatrist based in this building. Explained that though we share a building with the Community services, we are separate entities. In other words we don’t have access to their appointments & staff & vice versa they don’t have access or are able to influence our appointments |
| **Age UK** | Provide a toe nail cutting service |
| **CQC visit** | Went well and we were given a Good rating without any reservations. This means the next visit may be in 5 years’ time. CK thanked the Forum for their contribution to our success. |
| **Brompton Hospital** | Meeting taking place with R Freeman, V Borwick & K Fowkes next week |
| **Did Not Attend [DNA]** | The policy of the practice is after two DNAs a letter is sent & after the third DNA patient will be removed – this policy is to be reviewed – can a text be sent with the cost of appointment |