

Streatham Hill Group Practice Patient Participation Group

PPG Meeting, 20th September 2017

MINUTES

The chairperson welcomed PPG members to the meeting.
The minutes of the last meeting were approved.

Matters arising from the previous meeting:

Phones

Viliam, the Practice Manager, announced that there would be a "call centre" room just for answering calls (pending on recruitment of additional staff) which should cut waiting time. All PPG members welcomed the idea and they have noticed an improvement of the telephone service.

Receptionists on the ground floor will deal with patients' queries as there will not be reception cover on the first and the second floors. Patients will have to sign in on the ground floor. The **TV screens** in the waiting areas will be used as calling boards. They will show appointments (patients' name, clinical rooms and the correct floors) and videos related to medical care.

Men's health month in November

December Bowel Cancer

Stress and Anxiety Awareness to be dealt with at November meeting (Tony)

Arrangements to be made to invite someone to surgery to talk about winter warm and well (Bernadette)

Government initiative called **Active 10** to get older people to be more active. More information can be found on <https://www.nhs.uk/oneyou/active10>

The free Active 10 app takes away the guesswork. It shows how much brisk walking you're doing and how you can do more. It's easy to use and helps you set your goals for the day.

Self Care Scheme

The practice pharmacist, Reema, informed PPG about a new scheme called Self Care.

NHS Clinical Commissioners and CCGs across the country are reviewing the appropriateness of their expenditures on medicines, identifying areas of prescribing that are of low clinical value or are available over-the-counter often at a lower price (such as for minor conditions such as indigestion, travel sickness, cough remedies and upset stomachs) and supporting people to self-care where clinically appropriate.

Self-care is about avoiding becoming ill, treating common illnesses at home and seeking help when needed. Self-care also helps people to manage any conditions they may have in a way that puts them in control and improves their quality of life.

This scheme incentivises practices to use their PPG effectively to deliver the following aims:

- 1) Encourage people, through the practice PPG, to seek advice and guidance from for example community pharmacies, Help Health Now, NHS 111 or NHS choices where appropriate.
- 2) Empower people with information and the confidence to look after themselves when they can, and visit the GP when they need to
- 3) Encourage people to have a well-stocked medicines cabinet to ensure people are well prepared to treat a range of acute, self-limiting conditions and minor health conditions themselves¹.
- 4) Encourage people to only order medicines they require and not to stock-pile medicines.

This will support the CCG to make better use of NHS funds and contribute to cost savings and QIPP. Currently the CCG are proposing to no longer support the routine prescribing on the NHS of the following products:

- a) Self-care medication for short term minor ailments and health supplements
- b) NHS prescriptions for malaria prevention medicines for travel
- c) NHS prescriptions for selected travel vaccinations

The leaflets will be available soon.

The Manager, Cheryl Edwards, of the **Woodlawns Community Centre** Leigham Court Road joined the meeting informing PPG of activities that are carried out there, including an Asian group, dementia group, lunches, etc. The Centre is also available for hire.

Date of next meeting: 30 November 2017 at 10.30am, venue to be confirmed.