

Kingston Primary Care Forum
Tuesday 8th May 2018
Guildhall

Please refer to the slide packs for a copy of the full agenda and all supporting information.

1. Cancer screening programmes

Dr Helen Raison, consultant in public health presented an overview of national screening programmes including cancer for children and adults. Copy of presentation attached.

Questions asked by the forum:

What are GP practices doing to help increase the take up of screening?

Macmillan support practices through a dedicated programme including more communications to patients. London has lower take up rates than the rest of the country on average and there are numerous reasons for this including health inequalities.

Concern expressed about the national breast screening programme

There was concern about the impact locally following the announcement of missed invitations as part of the national breast screening programme. If people are worried, visit the NHS Choices website for further information and the helpline number:

<https://www.nhs.uk/conditions/breast-cancer-screening/missed-invitations/>

Why is there no managed prostate screening programme for men?

The national screening committee considers each year what is included in national screening programmes. They make recommendations based on clinical evidence and currently are not recommending a national screening programme for prostate cancer.

National screening committee

The UK national screening committee advises ministers and the NHS about all aspects of population screening and supports implementation of screening programmes. Further information about the committee including who is on it can be found here:

<https://www.gov.uk/government/groups/uk-national-screening-committee-uk-nsc#membership>

2. Bowel cancer screening

John Birchill, RM Partners talked about a new project that will be rolled out with the aim of increasing bowel cancer screening take up locally. Funding has been secured through the Cancer alliance for west London and Community Links have been awarded the contract to deliver through a community development worker who will work with GP practices to increase uptake of the current screening through the faecal occult blood test (fobt).

As part of this project the community development worker will be training practice staff and increase the sustainability of the project. The project will start in Kingston & Richmond practices over the next few weeks. The take up target is 60% and currently Kingston is 55.7%. Where this project has been already implemented they have seen take up increase on average by 12%.

3. Macmillan bus locations

Santosh Springer, commissioning redesign manager attended and asked for feedback on appropriate locations for the Macmillan cancer screening bus to be parked in Kingston. Suggestions made were the Hook Centre, Chessington fun day and the Berrylands former tip site on Alexander Drive.

If there are further suggestions please send these to Hannah via kingstonccg.engage@swlondon.nhs.uk

4. Quality in primary care engagement feedback

Hannah Keates, engagement manager provided an update on the recent quality in primary care engagement programme – more detail is in the slides and the final detailed engagement report that was taken to the Primary Care Commissioning Committee will be available on the CCG's website very shortly.

Attendees spoke positively of the report and the findings that came out of it. There was discussion about the role of community pharmacy and that local people need to support their pharmacy as there is strong competition from services such as 'Pharmacy 2 u'.

Will service pledges be generic for all GP practices or tailored? The forum was advised that it was expected they would be generic standards for all practices and patients, but that these will be developed with patient/public representatives through workshops.

5. GP practice websites

Nigel Spalding introduced his research into what information Kingston GP practices give on their websites about making an appointment. The forum thanked him for his efforts in producing a comprehensive comparison of the websites across Kingston GPs. This report, and the comments from the forum will be presented to Kingston GPs and practice managers for their consideration.

Overall the forum commented that there is a huge variation in what different websites say, and how they say it. There is generally limited reference to extended access and appointments available in the evening and weekend at Surbiton Health Centre, Merritt Medical Centre and Kingston Health Centre.

The forum suggested websites would benefit from a standard template so all patients get equal and accessible information presented, regardless of which practice they are registered with. Hook surgery website was felt to stand out as very good. It was commented that websites being kept up to date is extremely important and some seemed to be quite out of date.

Online facilities were questioned – most websites advise booking appointments can be made online but it is inconsistent as some allow online booking for nurse appointments but other practices do not. It was felt that the process to register for online booking was onerous, with the need to complete forms in person at the surgery before being able to access online booking. Is it not possible to register online?

They were also impressed with the use of screens within practice waiting areas for communicating information to patients and that more practices should consider having them and using them appropriately.

6. Updates from the forum

Richard Allen, chair of the Diabetes UK Kingston group informed of some upcoming events:

Sunday 20 May afternoon – advisory stand at the Scout Fair, Kingston Rugby Club.

Tuesday 29 May, 6.45pm to 8.30pm – psychological aspects of coping with diabetes at Kingston Hospital (education centre, lecture room 1)

Tuesday 5 June, 7pm to 9pm - open evening at the Merritt Medical Centre, Chessington.

Request for further information about the change from Teddington Walk-in Centre to an Urgent Treatment Centre. This will be circulated to the forum once it is available.

Suggestion that a topic for discussion at a future primary care forum could be around mental health.

It was confirmed that Kingston CCG are implementing the Right Care programme which introduces finger print scanners for strokes into all GP practices across Kingston.

A question about the availability of iron testing at GP practices in Kingston, this will be passed to the Head of Primary Care to respond to.

Date and time of the next forum is Wednesday 18th July from 6pm at the Guildhall, Kingston.

For more information please contact kingstonccg.engage@swlondon.nhs.uk