

Cross Deep Surgery
Patient Participation Group
Monday 16th May 2016 at 6pm
Venue: Cross Deep Surgery
M I N U T E S

Apologies: CP, MP, CB

In Attendance: LvdS, SF, MH, PPS, DC, PC, AH, LD, AG

1. Welcome

2. Minutes of last meeting 22nd February 2016:

[Click Here](#) to view minutes.

No Amendments.

3. Chair's Report from Richmond PPG Chairs Network.

- **Patient Participation Event – 9th June @ 6pm @ York House.**

[Click Here](#) to view the Event Poster.

[Click Here](#) to View the Draft Event Agenda

- **Primary Care Strategy**

[Click Here](#) to view the Draft. Discussion around what this means for the practice.

Discussed the Public Engagement points on Pg. 5.

Medication Compliance discussed – the practice is currently undertaking a project to review compliance for a sample of 50 patients.

4. Health Watch Grassroots Engagement Fund

[Click here](#) to view the details.

LvdS suggested an event with will involve patients from various groups listed in the above documents and linking this in with the Flu Campaign.

Various organisations (Carers Centre, Age UK, PPG etc.) can be present and make it an open event.

LvdS to contact Mike Derry (mike@healthwatchrichmond.co.uk)_to make an enquiry if this is something they would fund.

5. CQC Inspection Report

[Click Here](#) to View Inspection Report.

Rated **Good** on all areas.

PPS quoted the details in the report relating the PPG input on the day of the inspection.

6. Spring Practice Bulletin

[Click Here](#) to view the Spring newsletter

LvdS to take the following Actions:

- Publish on Practice website – Inc. a link from the notice board
- Laminate copies in reception – Note on laminated copied advising patients if they wish to receive by email to update their details with reception.
- Encourage reception to proactively update email addresses on records
- Email to all patients who hold an email address with us
- LvdS to have a look at patient demographics for those who we hold email addresses for

7. Patients Online Access for Medical Records

Access for patients to access medical records is coming.

LvdS advised that internally processes need to be implemented on the IT side of things working. LvdS also asked PPG members if they were happy to be part of the pilot implementation before this is rolled out to all – Most were. LvdS to update.

To include in Summer Newsletter if implemented by then.

8. Practice Charter

[Click here](#) to view the final copy.

To be published on the practice website and laminated copies in reception.

9. PPG Appeal – 2014-15 Update

Appeal has been successful and practice will receive the payment for the 2014-15 project. PPS thanked LvdS for bringing this to a successful conclusion.

10. HUB Updates

No immediately updates to be communicated. Practice will know more about the future of the HUBs at the end of May. PPS would circulate relevant information from outcomes of CCG Strategic Resilience Group – next meeting 19th May.

LvdS demonstrated the Health Help Now App (+Website).

To include these details in Summer Newsletter to raise awareness (if still applicable)

11. Any Other Business

LvdS to make contact with a Sure Start centre to see if anyone would like to come and speak to the group during the next meeting.

12. Date of next meeting:

Monday 12th September 2016 @ 6pm

Monday 5th December 2016 @ 6pm