

Cross Deep Surgery

Patient Participation Group

Monday 7th December 2015 at 6pm

MINUTES

Attendance: Paul Pegden Smith(Chair), Dr Sylwia Ferguson, Pam Coveney, Mike and Margaret Phelps, Denise Carr, Lee Dukes, Christina Kenny, Mary Humberstone, Samantha Lawrence (Locum PM)

1. Welcome & Apologies

Apology - Anne Harper.

Samantha introduced herself as the Locum Practice Manager who will be in post until Lacy van der Sloot returns in January.

2. Minutes of last Meeting

Paul explained that the Minutes from the last meeting were not available due to the sudden departure of the Locum Practice Manager.

3. Chair's Report – PPG Network Meeting

PPG Network Meetings are every 6 weeks.

Minutes from the meeting in September were discussed.
Paul highlighted a couple of discussion points.

1. Only 49% of TMH walk-in patients live in the borough. Therefore the HRCH have to claim monies back from other CCG's for patients attending who live outside the area. This seems to be a process that works acceptably.

4. Any further development of NHS London's views on our submitted operational plans for the year and progress in their achievement

Sam will chase this up with Anna Webster at the CCG. The Practice is owed some £1500 from this Enhanced Service. When the locum PM last enquired, our submission was with the Appeal Panel at NHS England as there was an element of the original evidence that had failed to materialise in the latter's copy.

5. Plans for Out of Hours Care Hubs in Richmond

Dr Ferguson explained the principles behind the Hubs:

- Reduce A&E attendances
- Increase access to GP's, particularly for the <5's and acute illness.

There are 4 Hubs in the CCG

- Cross Deep Surgery
- Essex House – Barnes

- Twickenham Park – East Twickenham
- Hampton Wick

The appointments are pre bookable only, no walk-in service

GP's working in the Hubs are often local doctors.

Mary Humberstone (Reception Manager) explained the receptionist's role in making appointments.

The issues surrounding advertising the service were discussed. It was broadly felt that advertising most of the information/detail in the Newsletter was currently unnecessary; there was also the issue of how long the Hub service would be funded. The service did have an official opening in November at Essex House and there is official information available to patients in the Practice.

The PPG wished the pilot well.

Paul also noted that we were receiving an excellent service from East Berkshire OOH, which everyone agreed with.

6. Issues from the Practice

The new bannister rail was well received.

Dr Ferguson informed the group that there would be a new GP starting in January, Dr Faisal Islam.

The group hoped that this would help with improving continuity of care in the Practice.

It was suggested that a notice board in reception to inform patients who is on duty that day might be helpful.

A 'Named Doctor' is a new statutory requirement.

The Practice can't guarantee that patients will always see their registered Doctor.

Dr Ferguson reassured the group that the Practice strived to deliver excellent care regardless of the Dr you see but acknowledged the groups' comments.

The correspondence process was discussed, regarding hospital letters reaching the correct GP. Dr Ferguson reassured the group that the receptionists process the letters into the correct named GP work box.

New Patients will be accepted from January and will be registered with Dr Islam.

7. Issues from the PPG

Newsletter – Paul thanked Pam on behalf of the group for her hard work which is much appreciated.

Pam raised her concerns about on-going issues regarding the availability of the Newsletter. It is currently available in the waiting room and on the Practice website but is very difficult to locate on the website. The issue of emailing the newsletter was also discussed. It was agreed that Lacy should look at facilitating this when she returns.

Pam asked that the Practice encourage patients to give them their email address as posting information is far too expensive.

Sam is to ask Serena to run a search on the number of patients we have with an email address.

8. AOB

Denise informed the group that there had been a Council Health Watch Meeting on the 3rd Dec and that the Cabinet Report had stated that SWL & St Georges Mental Health service had been given notice to terminate their contract and control was coming back to the Council, effective from July 2016.

<http://cabnet.richmond.gov.uk/documents/g3701/Public%20minutes%20Thursday%2003-Dec-2015%2019.00%20Cabinet.pdf?T=11>

DATE OF NEXT MEETING

Monday 22nd February 2016 - 6pm

Monday 16th May 2016 – 6pm