

Cross Deep Surgery
Patient Participation Group
Thursday 10th April 2014

M I N U T E S

Present: Paul Pegden Smith (Chair), Michael & Clare Phelps, , Pam Coveney, Ann Harper, Stephanie Cheshire, Clare Hurle & Lacy van der Sloot

Apologies: Diana Pringle, Tina English, Hilary Adamson & Sarah Bonnett.

1. Welcome

2. Minutes of Last meeting

Actions:

Redesign of Practice Newsletter – Covered in Agenda

Online Service – Covered in agenda

Enhancement refurbishments – Covered in Agenda

Friends and family questionnaire – Lacy has so far unsuccessful in finding the origin of this survey. Paul agrees to contact HRCH to see if he can find any further information.

3. Chair's Report

Paul has taken over the role of Chair. All in Agreement.

Lacy has confirmed that an email was sent to all members and there were no objections received.

NHS England Better Care Fund

Paul updated the meeting on this and would provide a copy of this to Lacy. £16.2 Million available to support a plan for improving integrated care in Richmond. This project is in place of the ICO (Integrated Care Organisation) model and is for 2 years to 31st March 2016 to start with. It includes integration of services and focuses on the frail and elderly population. Paul also promised to send Lacy a copy of the summary document on Frail and Elderly in Richmond being reviewed by the Clinical Commissioning Group and by the Borough Council.

There are currently 4 services (Some already implemented) which are available for funding under the Better Care fund, these are;

- Richmond Response and Rehabilitation Team (<http://www.hrch.nhs.uk/our-services/services-directory/services-in-richmond/richmond-response-rehabilitation-team/>)
- Community Ward Project – Offers short term intervention from a Nurse and social care to improve patients who are venerable and at risk of being admitted into hospital.
- Care Home Pilot
- Community Independent Living

See attached documents below which provide more details:



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4. What's New

Winter Scheme Project

Practice has recently had a Nurse Practitioner working on a locum basis on Fridays to help increase capacity before the weekend. She has been running a triage service which on the whole has been a success in giving access to patients before the weekend.

The doctors will now discuss and consider if this should be made a permanent role within the practice going forward.

Practice Staff

New Receptionist

Anne Kemp started at the practice in March as a Medical Administrator.

Currently being trained however is an experienced medical secretary who previously did some freelance work for the practice whilst our secretary was on holiday.

Lacy will get a picture for Pam for the Newsletter and a short introduction.

New Doctors

New Trainee Doctor – Dr Tania Lapa who will be at the practice until August 2014.

5. Services

HSCIC Data Extraction

Project delayed and no data will be extracted until patients have been given the opportunity to make an informed decision. Background is covered in newsletters.

6. Annual Patient Survey and action plan.

New Look Newsletter

Currently in Draft form for all to view.

Attached Draft below:



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 Patient Newsletter\Is

All feel the Data Extraction and Summary care records read very well and presents a very clear summary of what patients need to know.

All agree to removal of the Harmoni section and include the details from the practice 'What to do when we are closed' leaflet.

Lacy confirms that she will get pictures of the new doctors for the newsletter and send to Pam next week. All happy and will await 2nd draft which will be circulated to all for comments.

Online Services

NHS Choices website now shows that the practice offers online services which will raise awareness for new patients. However, existing patients do appear to be registering according to Steph.

To be featured in the Summer newsletter.

Pam has checked and noticed that there are some details which require updating on the NHS Choices website. Lacy to ensure these are updated.

Enhanced Refurbishments – Signage

Internal signage in reception has now been changed to reflect the changes in doctors.

New signage to ask patients to wait to be called by a receptionist. However this did not appear to be currently effective.

All agreed that a Privacy box may be useful at each reception desk and a laminated sign on the front door asking patients to wait at the sign before they are called by a receptionist.

Lacy to co-ordinate these changes and review next meeting.

7. AOB

Minutes

Paul suggests that Minutes from the PPG are published on the practice website – No Objections therefore this will start from April 2014.

CCG PPG Network

There had been previous correspondence with a network of Richmond PPGs and Cross Deep (Denise Carr) had been present at at least one meeting. Paul explained that at some meetings of GP's, this network had a representative. As an establish PPG, we should be in regular communication with the PPG Network and field a regular representative. Lacy to find details; contact them and ascertain their next meeting date.

DATE OF NEXT MEETING – @ 6.00pm 19th June 2014.