

Cross Deep Surgery
Patient Participation Group
Thursday 22nd January 2014

M I N U T E S

Present: Paul Pegden Smith (Chair) PPS, Michael Phelps MP, Pam Coveney PC, Ann Harper AH, Louise Walsh LW, Denise Carr DC, Dr Sylwia Ferguson SF, Stephanie Cheshire SC, Shezad Choudhury S

1. Apologies: Clare Phelps, Ron Chappell, Tina English

2. Welcome

Group informed of two additional staff members – Dr Eloise Weeks and Mary Humberstone

3. Minutes of Last meeting

Actions for Review:

- Late Night Pharmacy – PPS has a contact at the LPC (Terry Silverstone) and will enquire if there is any patient information available.
- CCG PPG Network – Paul Attended of behalf of the group. Feedback below.

4. Out of Hours Provision

PPS informed all he has been in discussion with both East Berks GPs and the Chair of Hounslow and Richmond Community Healthcare (the landlord) to get better signage for the GP Out of Hours (OOH) provision at Teddington Memorial Hospital.

All agreed that practice must ensure patients are kept informed with the most up to date information. S to update reception and website with OOH leaflet.

5. Chair's Report of the Richmond GP Practice Network Patient group 20th January 2015

PPS attended the Richmond PPG network meeting on behalf of the practice. Meeting papers and Pauls notes attached below:

[PPG Network Meeting Agenda 20.1.15.doc](#)

[Richmond PPG Network Report 20.01.15.pdf](#)

Areas discussed:

- Introduction to Richmond GP Alliance (Federation)
- Conflict of interest
- Richmond GP Alliance – legal/corporate structure
- NHS 111 Provider Procurement
- Patient Experience of Local services

Concern raised around conflict of interest as CCG effectively award contracts to its own members (Alliance). S explained that Federations deliver several benefits to patients including

integrated health care and social care, continuity of care and equal access to services for all patients across the patch.

6. PPG Enhanced Service Action Plan

PPS explained that the main purpose of the meeting is to review and agree the Action Plan.

The group agreed some alterations to the plan including:

- All mentions of PRG to be replaced with PPG.

It was agreed that some actions are still expected with a deadline for completion on the 31st March 2015.

Re: Priority Area 1 Communication – What to do when the practice is closed

- More OOH leaflets for the reception and update the OOH notice on the website.

Re: Priority Area 2 Carers Identification and Education

- S to contact Richmond Carers Centre for information which can be displayed on the website.
- To split board in reception to include information for carers.
- Practice to promote and display the new Carer's identification leaflet provided for the Richmond Carers Centre.
- SF to routinely identify existing carers currently not known to the practice and offer support.

Re: Priority Area 3 Improved Patient Education

S to promote the health promotion schedule for 2015.

Re: Newsletter

- Practice to add a copy of the newsletter on the website
- Next newsletter to include directions to Out of Hours services
- Practice to attach Spring newsletter to patient prescriptions

Amended Action plan attached below:

[PPG 2015/15 Action Plan](#)

PPS and S to sign Action Plan in near future.

DATE OF NEXT MEETING – 11th March TBC @ 6.00pm