

Cross Deep Surgery
Patient Participation Group
3rd December 2018 @ 6.00pm
Venue: Cross Deep Surgery
MINUTES

Present: Paul Pegden-Smith (Chair), Lacy Van der Sloot (PM), Dr Sylwia Ferguson (CCG- Prescribing/Quality and Safety), Barbara Birch, Roger Williams, Pam Coveney, Denise Carr, Mike Phelps

Apologies: Dr Rachel O'Donnell, Anne Harper

1. Welcome

Paul welcomed everyone and introductions took place.

2. Minutes of last meeting – All correct

3. Invitation for more PPG members/volunteers – Lacy to contact Alex Hall, and Pam will do a poster

4. Matters arising – Karen O'Neal (Engagement Manager CCG) has sent an e-mail out confirming there are no major worries so far about shortages on Meds ref. Brexit

5. Children and young ppls Health budget- Doreen Redwood

6. Primary Care at Scale update – Lacy circulated e-mail from Sherif Al-Marayati (Practice Manager at Kew Medical)

7. Funding for Pharmacists – Bid out?

8. OOH/HUB – Lacy to put a note for 111 to cancel weekend appointments when patients can not (as a result of audit done on HUB DNA's)

9. Prevention of A&E visits-Sylwia working on it

10. Babylon/On Line GP, One provider for South West :

*One solution for Urgent Care Process

*Availability for local needs

*One size fits all doesn't suit us

11. Chair's Report from Richmond PPG Chairs Network – Confusion of where and what to do when faced with an emergency, needs to be widely and clearly communicated i.e. everything goes through 111

12. Practice Report – On average we offer approx 100 telephone consultations per week. Our new registering /checking in machine reminds patients to book in for flu vaccinations if they haven't yet had it

13. Practice Bulletin:

*Wastage in Medicine (leaflet)

*Hospital referrals (E-referrals) explained

*Guide as to what service patients should be using e.g. sprained ankle –Urgent Care Centre, Heart attack – Ambulance

*Our Appointment system explained

14. Social Prescribing – No longer (money issues)

15. Any other business

16. Date of next meeting – Monday 1st April 2019 @ 6pm