

Cross Deep & The Green and Fir Road Surgeries

Joint Patient Participation Group

Monday 4th December 2017 @ 6pm

Venue: Cross Deep Surgery

MINUTES

Present: Lacy van der Sloot (CD), Linda Garland (GFR), Jean Doherty (GFR), Paul Pegden Smith (CD), Mike Phelps (CD), Ann Harper (CD), Pam Coveney (CD), Roger Williams (CD), Denise Carr (CD), Charmaine Mullins (GFR), Rosemary Sorley (GFR), Bob Bollen (GFR)

Guests: Kathryn MacDermott (CCG), Caroline O'Neill (CCG)

Apologies: Rachel O'Donnell (CD), Lee Dukes (CD), Janet Allen (GFR)

1. Welcome

2. Introductions

The group all gave introductions of each other's roles.

The group discussed various projects each PPG had worked on over the previous years. These included:

- Newsletters
- Patients Quiz
- Action Plans
- New Policies E.g. DNAs
- Community Allotment

3. Richmond CCG

The Group Welcomes Kathryn MacDermott – Director of Primary care for Richmond CCG and Caroline O'Neill – Engagement Manager for Richmond CCG who gave updates on the below pressing local issues:

Urgent Care in Richmond / Teddington Walk in Centre

Teddington Memorial Hospital services will be changing from 1st April 2018. This will provide extended access to patients regardless of where they are resident. This service will have a triaging service meaning patients will be prioritised depending on their need and if low priority they will be given a fixed appointment to come back and be seen.

Some miscommunication regards the future of TMH – Both PPGs agreed that Communication MUST be accurate to ensure the community is well informed of changes.

Personal experiences of the WIC at TMH of recent communicated to Kathryn who will look at these on an individual basis.

Most of the group fed back the patients are now confused of where to access the best care and feel that once this new service is rolled out it is essential that it is widely communicated in the local community.

Referral Management Locally Commissioned Service

Update regarding the new Referral Management LCS that practices are signed up to.

Some PPG members concerned that this is delaying referrals for patients.

Kathryn Explained the rationale behind this services and the addition tools GPs are not equipped with including DXS (Software to direct GPs to refer to the most appropriate place of care) and Kinesis (a Advice Portal for GPs to use to seek advice in various specialities for patients to try and reduce the need for referral and continue management in General practice.

Both Practice Managers confirm that they are engaging with the Locally Commissioned Services and feel that it will make a difference.

Patient Pathways and Practices ref Diabetes and Cardio issues

No Specific Update to give however Caroline will get an update to be circulated after the meeting.

4. Feedback

Paul thanked Kathryn and Caroline for taking time out to come and meet the Groups.

Both PPGs agreed that the meeting was very useful and informative and feel that perhaps a good idea to get together annually.

5. Date of next meeting – For Cross Deep Surgery PPG Only

Monday 12th March 2018 @ 6pm