

Cross Deep Surgery
Patient Participation Group
Monday 5th December 2016 at 6pm
Venue: Cross Deep Surgery

MINUTES

In Attendance: Lacy van der Sloot (LvdS), Dr Rachel O'Donnell (RO), Paul Pegden Smith (PPS), Pam Coveney (PC), Anne Harper (AH), Lee Dukes (KD), Denise Carr (DC), Michael Phelps (MP), Roger Williams (RW)

Apologies: Aniel Goyal

1. Welcome

New Members

Tim Lowe – Unable to attend today but has been added to the mailing list

Roger Williams – In attendance and happy to continue to be part of the group.

2. Minutes of last meeting – 17th October 2016

[Click Here](#) to view.

All in agreement.

3. Matters Arising

Appointments

The group had in in-depth discussion around appointments times.

Rachel & Lacy explained the practices process for booking appointments (both routine & Urgent).

At present there is a 2 week wait to see a GP of your choice. However it was explained that due to Christmas the practice make additional 'Red' (Urgent) slot provision to deal with additional demand. The practice Discussed the impact waiting times have on A&E attendances which are costly to the NHS. Pam & LvdS working on a piece for the Winter newsletter which will cover this subject. PPS asked whether NHS111 could book a GP direct appointment in normal hours. RO said that a pilot was running on this option.

4. Chair's Report from Richmond PPG Chairs Network.

PPG Network Meetings

Circulated by Paul Pegden Smith by Email prior to meeting.

Discussions around the presentation given by the IT lead at the CCG re: new systems GPs will have available e.g. to refer and obtain Consultants' advice in patients' presence. [Click here](#) to view. It was noted that the RCAS service had ceased.

Further PPG Network Dates are [Available here](#).

Sustainability and Transformation Plans for SW London

HealthWatch Richmond are hosting an event on Wednesday 7th December about the NHS and changes which are planned in order to save £900 million in south west London alone – a significant impact on our local services. Key commissioners and providers such as Richmond Clinical Commissioning Group, Hounslow and Richmond Community Health Care, Richmond General Practice Alliance will be present.

Wednesday 7th December – Reception from 4pm – Main Meeting from 5.30pm

Duke Street Church, Richmond (near Richmond Theatre)
Call to reserve your place: 0208 099 5335

5. Patient Survey

Last PPG Survey 2013-14 – 3 years ago

Previous surveys/Reports can be found on the practice website using the below link.

<http://www.crossdeepsurgery.co.uk/ppg.aspx>

Discussion around what we want to get from the survey - GP Patient survey has very impressive results for the practice which shows appointment satisfaction, receptionists, waiting times etc.

Click the below link to view these: <https://gp-patient.co.uk/practices/H84039>

Click here to see the full results compared with 2 other local practices:

<https://gp-patient.co.uk/compare?practices=H84039%2CH84007%2CH84012>

LvdS suggested rather than a survey we could do a practice quiz to really find out what patients know or not know about NHS Services locally and how best to access them.

PPS suggested each member come up with an idea which can be incorporated into the quiz.

It was also agreed that a Quiz seems more fun than a survey and patients may be more engaged.

LvdS to put together a draft ready for review at the next meeting.

As a result of the results of the quiz we can plan to develop a campaign in those areas that patients had low knowledge levels.

6. Online Access to Medical Records – NOW AVAILABLE

Please sign up using the forms in reception and give any feedback to LvdS.

PPS will test it out give any feedback.

7. Any Other Business

8. Date of next meeting

Monday, 13th February 2017 from 6pm @ Cross Deep Surgery