

Cross Deep Surgery
Patient Participation Group
Monday 8th May 2017 @ 6pm
Venue: Cross Deep Surgery

MINUTES

In Attendance: Paul Pegden-Smith, Pam Coveney, Anne Harper, Michael Phelps, Lee Dukes, Lacy van der Sloot (PM) and Dr Rachel O'Donnell

Apologies: Roger Williams

1. Welcome.

2. Minutes of last meeting – 13th February 2017

Approved

3. Matters Arising

None

4. Practice Report

HUB – Now located at TMH instead of Cross Deep and continues to be run from Essex House in Barnes. Registered patients of Cross Deep can be offered appointments at either HUB location. Changes planned for TMH to developing the Walk in Centre element into an Urgent Care Centre, are in abeyance until after General Election.

LvdS outlined Staff Changes (to be covered on the website):

- Dr Wai Tze Cheng has left the practice after completing her trainee period – Dr Afsheen Panjwally replaces her as Rachel O'Donnell's GP Trainee. Dr Sara Thompson is Clare Hurlé's current GP Trainee.
- Dr Eloise Elphinstone is pregnant and due to go on Maternity Leave in July – Dr Emily Challenor (GP Trainee who left us in August) is due to return to cover Eloise on a 1 year Maternity Locum.
- Nurse Janet is now only working Thursday & Fridays however Nurse Manny will Work Monday-Thursday.
- Practice Pharmacist – Working towards employing an Independent Prescribing Pharmacist who will be able to prescribe and sign off certain prescriptions, be able to run medication review clinics and answer any patient's queries regarding medication.
- Premises – Work commences on painting the outside of the building – Hoped to be completed in a couple of weeks.

LvdS plans to give a Practice Report at each meeting going forward. Action LvdS

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

Local Prescribing Proposals ("Choosing Wisely") were in abeyance (see above)

NHS 111 – Paul asks that if anyone has any feedback re: the NHS111 Service? If so, then please forward this to him to assist his role as Chair of the NHS111 for SW London Patient Partnership Group.

All agreed things had gone a little quiet due to the Election in June.

6. Patient Quiz Review / Special Edition Bulletin

Reviewed Patient Quiz Results in which 140 patients responded – See attached below.



All agreed that this highlighted some interesting findings and as a result Lacy and Pam will design a targeted Newsletter which will give details on areas patients do not seem to be informed of. Agreed that Paul will also take these findings to the Richmond PPG Chairs' Network.

7. Rugby Parking

The partners wanted to ask if the PPG thought it was a good idea to use the practice premises for Rugby Parking on Game days. The funds raised will go towards buying a BP machine for the waiting Area. All agree this would be a good idea and potentially to charge £15-£20 per car. LvdS to take back to partners to discuss further.

8. NHS Choices Review

Lacy thanked those who had left a review.

We have recently had very good feedback which is always circulated to practice staff as good for morale. Staff are encouraging feedback from patients – Suggestion to also feature in the Special Edition Newsletter. Action PC & LvdS.

9. Any Other Business

- **IFRs** - Paul asked about Individual Funding Requests (IFRs) – Rachel Explained these are for patients who need to be referred to a specialist services which needs special funding arrangements. E.g. ADHD/Eating Disorder Clinics.

- **Where is the PPG Going?** - Paul asked where the PPG is going in the medium to long term? Does the practice find it a useful resource?

LvdS fed back that although there is a requirement for practices to have Patient Participation in the General Medical Services (GMS) Contract, to what extent is determined by each practice. The Cross Deep practice feels that the PPG in its current format serves an important purpose. It is both a formal requirement yet open enough to raise issues specific to the practice. PPG members agreed that they were happy with its current format excepting the continuing need to recruit a wider base of members, both in numbers and from a more diverse demographic base. It was agreed to try and further this objective via the Special Edition Newsletter. Action PC & LvdS.

10. Date of next meeting – Monday 21st August 2017 @ 6pm