

Cross Deep Surgery
Patient Participation Group
12th March 2018 @ 6pm
Venue: Cross Deep Surgery
MINUTES

Present: Paul Pegden Smith (Chair), Barbara Birch (Office Manager), Dr Rachel O'Donnell, Roger Williams, Pam Coveney, Ann Harper, Denise Carr, Phillip Darling (Acorn PPG), Terence Silverstone (Pharmacist), Alan

Apologies: Lacy Van Der Sloot (PM), Fatima, Mukesh, Leonie Dukes

1. Welcome

Paul welcomed everyone and introductions took place.

2. Minutes of last meeting – 4th December 2017

Approved, with the exception of paragraph 3, heading Referral Management Locally Commissioned Service – correction: GP's **ARE** equipped with DXS and Kinesis

3. Chair's Report from Richmond PPG Chairs Network

Teddington Urgent Treatment Centre – Paul Pegden Smith had sent out an attachment/leaflet prior to this meeting and asked the group to tear that copy up as there is an updated draft of the Press Release, this was handed out. This service starts on 9th April 2018. It is by appointments; however the walk in service will still exist. Some discussion took place over the wording of this leaflet. Watch this space.

Update – Received information that one of the GP Hubs will now be at Sheen Lane HC.

NB: Flyer for the Urgent Care Centre which was shared has now been temporary withdrawn.

4. Practice Report

Staffing

Doctors - Happy to Announce that Dr Emily Challenor who was employed to cover Dr Eloise Elphinstone Maternity Leave will continue to work on Wednesday and Friday from August After Dr Eloise Elphinstone's Maternity Ends at the Beginning of August. Overall this means and increases in GP Capacity for the Practice.

GP Trainees - Dr Kavita Bhatt has joined the practice for a 6month Placement.

Dr Afsheen Panjwally will also be leaving the practice in June after she completes her training as a GP.

Nursing - After a long recruitment cycle – We are pleased to announce that we have new practice Nurse Start at the Surgery. Date TBC. This again overall increases our nursing capacity meaning appointment booked In advance should have a shorter wait time.

Premises - The Practice recently secured some funding to purchase a new check-in and waiting room BP machines. Patients can use this and the data will automatically be put on top your medical record.

Lacy is also looking for volunteers who can be available during the first couple of days of the equipment being installed to encourage patients to use.

Services

Ultrasound – The practice has secured a new 2 year contract for the CCG Commission US Service.

OOH – From May 2018 there will be change to the Out of Hours service provider for patients. Patients will be informed

5. Complex needs Patient Report

Dr O'Donnell shared an Audit of Registered Complex Care patients.

This Covered:

- An overall view of admissions
- Who initiated the Admissions
- Whether the admission was appropriate.,
- Was it Avoidable
- How many times the patient had presented/spoken to the GP prior to the admission

Findings:

- 20% and less were initiated by the GP
- 42% were in hours
- 90% were appropriate (Should be 100%?)
- 25% of admission not seen in previous months
- Audit Highlighted important role of community nurses and matrons.
- Preferable that the RRRT to communicate earlier with GP rather than just on Discharge.

6. Community Pharmacy

Terence Silverstone updated the group on the vital role of pharmacies in the community, presentation attached.

7. Practice Bulletin

The Group was encouraged to come up with ideas for our next Practice Edition

8. Any other business

Phillip Darling (Acorn PPG) thanked the group for the invite and commented how impressed he was at the turn out and how well the meeting was organised.

9. Date of next meeting

11th June 2018 @ 6pm