

Cross Deep Surgery
Patient Participation Group
Monday 13th February 2017 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), Denise Carr (DC), Michael Phelps (MP), Roger Williams (RW)

Apologies: Lee Dukes (LD), Aniel Goyal (AG)

1. Welcome

2. Minutes of last meeting – 17th October 2016

- 3) PC & LvdS plan to focus on NHS Cost driven changes in Richmond in a future newsletter
- 5) LvdS clarified that the surveys are within each report published on the website
- 6) RW agreed that the Online Services are not very useful.

3. Matters Arising

PPS Reported received an email asking about advice on a local GP Services – All agreed this is perhaps a SPAM email.

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

Case for Change

Follow up meeting in December another meeting will be held on the 2nd March 2017 which will further give details on the CCGs Case for Change. [Click here](#) to view Flyer.

PPS recommends going if you are keen to know more about the proposed changes.

<http://www.richmondccg.nhs.uk/Pages/About%20us/Our%20Plans/Choosing-wisely.aspx>

Urgent Care

As of April 2017 The 4 current Primary Care hubs will cease and be replaced by a new Teddington, Twickenham and Hamptons Primary Care Centre (PCC) developed at Teddington Memorial Hospital in place of the current Walk in Centre (WiC). There will also be a Richmond area PCC Hub – perhaps located the Sheen area once the TMH PCC is proven.

The Teddington PCC will, over the next year (from 01/04/2017) be developed into a 'new' type of service which may/may not incorporate Walk In Patients and potentially only be accessible for patients registered with a Richmond GP or working within Richmond – clarification needed on the latter. This will be fully operative from 01/04/18.

The potential confusion for patients was discussed as to how best to access NHS Services and how patients may be confused by the choice of service available particularly now they have become accustomed to the current '4 hub' service. All agreed that the latter has worked very well to date and feel it is a shame to lose/change the format and create a potential for even more demand at A&E centres.

5. Patient Quiz Review

Lvds presented a draft of the Patient Quiz which will be published. The aim of this is to find out what patients actually know about the practice and as a result of this we can publish a special edition newsletter highlighting the results and information of areas which are not well advertised.

[Click here](#) to view the Quiz that will be published.

Quiz to be managed via Survey Monkey and to be sent to a random sample of patients. A link of the practice website and copies in reception can also capture opportunistically. Lvds to action and review results in next meeting.

6. NHS Choices Review

Reviewed the current feedback. Most of which are positive but there were a couple of negative reviews. The practice encourages patients to come forward with any complaints they have and all agreed it was a shame that the practice had not been given an opportunity to understand and potentially resolve issues before negative feedback is posted.

<http://www.nhs.uk/Services/GP/ReviewsAndRatings/DefaultView.aspx?id=35965>

7. Any Other Business

8. Date of next meeting

Monday 8th May 2017 @ 6pm