

Cross Deep Surgery
Patient Participation Group
Monday 17th September @ 6pm
Venue: Cross Deep Surgery

MINUTES

Present: Paul Pegden Smith, Denise Carr, Pam Coveney, Anne Harper, Roger Williams, Lacy van der Sloot, Rachel O'Donnell

Apologies: None

1. Welcome.

PPS noted the limited attendance.

2. Minutes of Last meeting

Approved

3. Matters Arising

Paul has contacted the Caroline O'Neill CCG re: responsibility for Personal Health Budgets and will circulate the response when received.

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

PPG Network Meetings

Engagement Workshops – Slides attached with Minutes.

Highlighted the data which states that Ambulance to A&E for 0-17Ys has increased by 56%. Questioned source of data and is it comparative.

Current NHS111 contract with Vocare/Seldoc comes to an end in Sept 2019 and is likely to be retendered and embrace all Out of Hours arrangements in the 6 SouthWest London (SWL) CCGs

Primary Care at Scale.

£319k available for practices to assist them in working more collaboratively.

Workshop has taken place and ideas on the table but feedback from the practice is that there hasn't been any progress as yet – Practice to work within 4 Richmond localities – Cross Deep falls into Twickenham and Whitton locality. **Action:** LvdS to follow up with an email fellow PMs to discuss progress with the project.

Enhanced Services

All current 14 under review – These includes services such as Anti-Coagulant clinics, diabetes, minor surgery etc.

Extended Access Data

Cross Deep continues to utilise the Hub appointments well. Recently participated in a DNA audit (circulated) and the main issue was patients who booked at weekends are unable to call and cancel after Friday evening.

Cancer Care Reviews

Attached email with minutes. All agreed that it is a valuable service to offer patients whenever the practice has feedback. However, there can be difficulties as secondary care correspondence on cancer treatment can be sparse, often making it hard for the practice to proactively invite patients. The practice is currently adopting an ad-hoc/opportunistic approach to offering this service to patients.

Update of Developing Health and Care Plan in Richmond

Attached with minutes – Out for consultation.

E Referral Update – (Formally known as Choose and Book).

The practice is fully engaged in the new ERS systems.

We have also been involved in Piloting the new cancer pathway for 2WW referrals which has been successful. The Practice is fortunate in having 2 very experienced secretaries on the team who seem to be battling with the ever changing systems on a daily basis.

5. Practice Report

Staffing Updates:

- Dr Sylwia Ferguson is now on the CCG Governing Board.
- Dr Jessica Smith joined the practice as our new GP Trainee and is settling into the team.
- Sadly, a member of the practice Admin, Pauline Singleton Team passed away on Friday 7th August. She had worked at the practice over 20 years so a very sad time for many of the staff.
- Lacy van der Sloot has announced that she is expecting her 2nd baby on 26th February 2019.
- Zoe Payne from the reception team is also due to go on maternity leave at the end of the year.

Premises Updates:

- **National Diabetes Prevention Program**
Practice has now started to host these using consulting and meeting rooms for group sessions. They have been very popular and well attended.
- **Theft**
Several instances of Theft in the practice – Police are aware and appears the gang are targeting GP and Dental surgeries.

Complaints:

We have had a flurry of very complimentary feedback posted on NHS choices.

Really good for staff morale – See below link to Review page.

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

6. Patient Survey

Overall Experience we Rated 8th out of 28 Richmond Practices, above National and CCG Averages.

This is the GP Patient Survey which has been ongoing however they appear to have populated the result for each CCG Into Packs for comparison.

<https://gp-patient.co.uk/Slidepacks2018#S>

Main area we seem to be falling down in the satisfaction of appointment offered. We were below local and national averages. Agreed to do a feature in the newsletter explaining our appointment system.

7. Practice Bulletin

Special Edition Vaccination Campaign – Due to be published this week with details on new vaccine for Over 65. There is also a push to encourage patients to come to the practice for their vaccination rather than a pharmacy, since supply has to be preordered.

Future Editions:

- As Above, feature on how our appointment system works.
- Pam gave details on a neighbour who was unhappy as they could not get to see their preferred GP for an on the day appointment and went to A&E in an ambulance. This also supports the need to clarify to patients how our systems work and what is available. Agreed to feature details on registered GPs.
- Feature on ERS – What to expect when you are referred.

Pam also raised the point of old equipment provided by social care/NHS. She has recently become aware of a friend who had 13 Zimmer frames and 1 hospital bed that no one appeared to want back. All agreed this is very wasteful. **Action:** Denise will raise this with the CCG to get some advice. The equipment was taken in by Princess Alice.

8. Improvement Grant Application

The practice has made an application for an improvement grant. This included:

- a. Improved Patient Call system including better services for patients who are deaf and or hard of hearing.
- b. Refurbishment of the front entrance including automatic door openers. This will improve access for patients who are less mobile and/or in a wheel chair. Also for mums with prams.
- c. Car Park Gridding – To include dedicated disabled space.
- d. Disabled ramp for back door to improve access for patients in wheel chairs.
- e. Refurbishments of 1st floor toilet
- f. Shelter for bikes/Pram area.

All agreed that these are necessary and useful improvements to the practice.

9. Any Other Business

10. Date of next meeting

Monday 3rd December 2018 @ 6pm