

Cross Deep Surgery
Patient Participation Group
Monday 21st August 2017 @ 6pm
Venue: Cross Deep Surgery
MINUTES

Present: Lacy van der Sloot (Practice Manager and interim Chair), Dr Clare Hurle, Michael Phelps, Roger Williams, Pam Coveney, Ann Harper, Denise Carr

Apologies: Paul Pegden-Smith, Lee Dukes, Aniel Goyal

1. Welcome

Summary of Current PPG Members and email contacts:

Paul Pegden Smith	
Pam Coveney	
Ann Harper	
Lee Dukes	
Aniel Goyal	
Michael Phelps	
Thomas Lowe	
Roger Williams	
Denise Carr	

2. Minutes of last meeting – 8th May 2017

Approved

3. Matters Arising

TMH - Roger asked if there was an update regarding closure of TMH. Detail included in PPG Chair Report below. Practice fed back that there has been very little correspondence received relating to this.

Individual Funding Requests – Denise was curious as to how many applications the practice receives. Clare Hurle advised very little however may increase with CCG restrictions for accessing drugs/services in the future.

Prescribing changes – As featured in the Summer Newsletter. The practice has been informed that due to an ongoing consultation with NHS England practice should not make any changes to prescribing at present until further guidance is received.

4. Chair's Report from Richmond PPG Chairs Network

Delivered by Lacy van der Sloot on Behalf of Paul Pegden-Smith.

1. Locally Commissioned Services.

See attached with minutes. These services are provided by Richmond GP practices. The CCG would like patients with a particular interest in any of them to come forward and join a steering group to provide direct patient interest/experience. Please advise LvdS/PPS if you any member has an interest from Cross Deep PPG. PPS would be interested in the extended hours provision.

2. GP Patient Survey.

See attached with minutes. This sets out the outcome of the 2017 Richmond Patient Survey. It also shows those practices in Richmond falling below the **national** average across a range of patient service performances. All agreed that it is encouraging to note that Cross Deep does not appear in any of these categories. Suggested that this could feature in a future Bulletin. See below link to Patient Survey for Cross Deep Surgery:

<https://gp-patient.co.uk/report?practicecode=H84039>

3. **Urgent Care centres.** A new Urgent Care centre is under construction at Kingston Hospital ahead of the A&E department. It will be operating at some point between October and Christmas. It will provide a walk in service similar to that available at the West Mid i.e. a screening by GPs of patients. This is not what Teddington hospital provide which is nurse only until evenings, weekends and bank holidays. The GP Hub at Teddington is now in place (separate from the current walk in facility) but needs booking via our practice. The debate about whether Teddington walk in centre continues in its present form after September rages on.
4. Next Network meeting is 3 October.

5. Practice Report

Staffing

- Dr Elphinstone has left from Maternity Leave – Dr Challenor will be caring for her patients whilst she is away – Until Aug 2018
- Dr Thompson has finished her year in general practice and we wish her the best of luck at her new job at Maswell Park.
- New Medical Administrator, Christine Elderfield will be joining the Team from 4th September. We have 2 new trainees joining the practice
- Dr Fabienne Rughooputh - Dr Hurle's Full time trainee
- Dr Suraj Dabhi – Dr O'Donnell's - Part time ITP Trainee – Working Tuesday and Wednesdays.

Services

- Smoking Cessation – The practice has trained up Lavina Fernandes (Medical Admin) as a smoking advisor. She will start to run her own smoking cessation clinics from Tuesday PMs. She is also proactively inviting patients with chronic diseases to come for a session to try and encourage them to stop.
- Flu/Vaccinations – Flu Season is due to start on 01/09 so we are planning to run 2 mass clinics on 30/09 & 07/10.
- New SMS System – Enables Patients to Text back which codes replies into their medical record (Smoking) – Also enables patients to reply with Cancel which will cancel their appointments automatically.

Premises

- External Painting now finished
- Refurbished ground floor toilet complete
- New Waiting Area Advertising Screen – LvdS Suggested when fully functioning to feature a PPG advert to encourage new members.

6. Practice Bulletin

Discussion around previously featured articles (Attached with Minutes)

In addition after discussion - Future articles discussed to feature are:

- Go Local
- Smoking Cessation Service
- Bowel Screening – Screening in general (Breast/Cervical etc.)
- NHS Health checks
- Richmond Survey Results
- Mental Health / Anxiety / Depression (PHQ9)
- Osteoporosis (FRAX Scoring)
- Eating Well / Healthy Gut / Superfood Facts

7. Vaccination Campaigns

Flu Clinics Scheduled for 30th September & 7th October from 8am.

LvdS asks if any PPG Member would like to come and assist in the waiting area in order to

promote the PPG Group. Lvds asks if members can let her know if you are happy to assist directly.

8. Any Other Business

LvdS has been speaking to another local practice and a suggestion arose to have a joint PPG Meeting in which we can invite the CCG to come and speak to the group about all the current burning issues in the area. We can also compare our PPG Set up in order to share good practices.

All agreed that this would be a good idea and Lvds will try and organise for the next meeting.

9. Date of next meeting

Confirmed for **4th December 2017 @ 6pm**