

**Cross Deep Surgery**  
**Patient Participation Group**  
**Monday 17<sup>th</sup> October at 6pm**  
**Venue: Cross Deep Surgery**

**MINUTES**

**In Attendance: Dr Rachel O'Donnell (RO), Denise Heath (DH) Denise Carr (DC), Paul Pegden Smith (PPS), Pam Coveney (PC), Aniel Goyal (AG), Anne Harper (AH), Lee Dukes (LD)**

***Apologies: Lacy van der Sloot (LvdS) & Carmel Brady (CB)***

**1. Welcome**

PPS group welcomed Dr Rachel O'donnell to the meeting.

**2. Minutes of the last Meeting – 16<sup>th</sup> May 2016**

[Click Here](#) to View.

**3. Matters Arising**

- PPS apologised for the cancellation of the last meeting scheduled for 12<sup>th</sup> September due to practice work pressure.
- Patient Participation Event. PPS unable to attend. N minutes yet available.
- CQC guidance regarding PPGs – PPS to circulate if anyone interested.

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

- PPS outlined the Richmond Clinical Commissioning Group's (RCCG) Sustainability and Transformation Plan (STP) which is looking at patient pathways with a view to provide a more consistent process. The STP was due to be published (NB this was released at SWL level by Sutton CCG and is attached this month. RO warned that RCCG was in considerable financial difficulty and significant savings would have to be made. DC cited a local case where choice of a local hospital outside the choose book area was requested and RO agreed this would be acceptable.
- Out of Hours Cover – PPS outlined future developments including NHS111 integration across SWL 6 boroughs (currently down to individual CCGs) and the change from Care UK Ltd to VoCare at the end of November. He would pass on further details to the group when available.
- Health Watch Grassroots Fund – Cross Deep did not apply however PPS circulated details of one practice which did.

**5. Autumn Bulletin**

RO thanked Pam for her continued effort on the quarterly bulletins.

Autumn 2016 Bulletin available to review.

PC advised that the Smoking Cessation number listed was not working. LvdS to check this.

To be distributed by Email and on the practice website.

**6. Patients Online Access to Medical Records**

PPG Members all agreed to test the new System.  
LvdS to get in contact if she needs any assistance.

**7. Generate Interested New Members**

PPS shared that ideally Cross Deep Should be 12 members. RO Agreed to ask GPs if they have any patients who may be interested in joining and also get input from reception staff.

**8. Any Other Business**

- DC had bought carers leaflets which will be displayed in reception
- Cuts in pharmacy Funding – RO could not see any problems if the proposed new law came into place.
- Minutes from other PPG Meetings – Happy to share minutes & newsletters at the PPG chairs meetings.

**9. Date of next meeting – 5<sup>th</sup> December 2016 @ 6pm**