

**Cross Deep Surgery**  
**Patient Participation Group**  
**Monday 22<sup>nd</sup> February 2016 at 6pm**  
**Venue: Cross Deep Surgery**  
**MINUTES**

**Apologies: LvdS**

**\* LvdS Feedback Post Meeting**

**1. Welcome**

**2. Presentation (30 minutes) by Jon Rolls of Age UK Richmond on the 'Nightingale Service'**

Community Independent living services- what services they offer and what patients they are aiming for – older, frail, patients with dementia, long term health conditions, learning disabilities; plan to add a referral form onto DXS which will help with referral management; patients can self-refer

Nightingale Service – a pilot, aim is to help patients after a discharge to safely return home, offers maximum 6 hour help e.g.- helping with arranging a key safe, arrange food delivery , helping with heating etc, referral to the services is only done by a doctor , usually a hospital ; GP can refer

**3. Minutes of last meeting 7th December 2016 (attached).**

**2014-2015 PPG Report Appeal**

LvdS has followed this up with CCG. The LMC are finalising an appeals process with NHS England so once this has been agreed then we can pursue.

LvdS has looked into the payment and we have received 60% of the total payments available therefore 40% of the total amount available for appeal. LvdS to follow up when more information become available.

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

**5. Issues arising from CQC inspection and discussion with PPG representatives.**

PPG members thought that the inspection went very well, there was an issue regarding complaints procedures, PPG group were not aware where to look for information.

Copies of the complaint procedures were given to all members and explained that the information is placed in the reception.

PPG were informed that most of our complaints are administrative and that clinical complaints are very infrequent.

**6. Communications.**

Communicating blood results to members, PPG members feel that patient may want to know cholesterol levels, the receptionists just informing patients if the results are normal or abnormal, SF will discuss it at practice meeting.

The practice plans to create a pre-defined report that receptionist can print off. This will include the cholesterol levels and have advice regarding understanding them.

LvdS to feedback at next meeting.

Newsletters - Pam is concerned that they are not on the system

LvdS has checked and these are available to view via the practice website.

[http://www.crossdeepsurgery.co.uk/patient\\_newsletter.php](http://www.crossdeepsurgery.co.uk/patient_newsletter.php)

#### **7. GP Survey**

GP – PPG members would like to know how long has the survey went for and how many patients responded, also PPG members would like to see some Friends and Family cards with a feedback

The National GP Survey which is available to view online at <https://gp-patient.co.uk/practices/H84039>

This so far has had 305 Surveys sent out to patients and they have received 106 back. This means a 35% completion rate (this information is available online).

LvdS will gather Friends and family feedback for review at the next Meeting.

#### **8. Any Other Business**

Proposal for the next meeting- local help for young mothers, support organisations, charities, Pall will look into it

Date of next meeting – Monday 16<sup>th</sup> May 2016 @ 6pm