

**Cross Deep Surgery**  
**Patient Participation Group**  
**Monday 5th October 2020**  
**Venue: Via Microsoft Teams at 6pm**

**MINUTES**

**Present:** LV, PS, SF, AH, RW, PC

**1. Welcome and Apologies.**

**2. Approval of Minutes - 28<sup>th</sup> October 2019**

Chair

Actions Reviewed

- Dr Islam to suggest a patient from his diabetic group who may be interested in joining the PPG –  
**LV To action**
- PS to be passed details of other PCN PPG Chairs – **SF to action**

**3. Chair Update Inc. PPG Network Engagement**

Chair

**Flu Vaccinations**

Practice described flu campaign this year which is due to be launched at the beginning of October. In addition, Shingles and Pneumococcal vaccinations will also be offered as part of this.

**BAME**

SF explained that we engage in this group – See Item 8 for New PPG members.

**CCG Engagement**

Richmond CCG campaign video – See link below;

[https://www.youtube.com/watch?v=K6Vz\\_cCNjPA](https://www.youtube.com/watch?v=K6Vz_cCNjPA)

**4. Matters arising not otherwise on the agenda**

Chair

**5. IT Migration & Digitalisation of General Practice**

LV

**IT Migration**

After the delay from April – We went live in June.

A huge success and staff now feel confident and competent with the new system.

New Patients Access Portal also set up – Thank you to those who have registered. This seemingly an important service – want to encourage patients to register as will save time at reception.

**Digitisation**

Overnight, the practice rolled out remote working and changed our GP Services to telephone initially. This has been difficult at times and we have made to adjust this as weeks go on depending on demand. Patients must receive a telephone consultation before a f2f which is the SOP from NHS England. Availability of F2F appointments are offered to patients daily as a result of a initial call from their GP.

**6. Staff and Practice Updates**

LV

**Staffing**

- Sam Lawrence has re-joined the practice as Assistant Practice Manager
- 2 Receptionist recruited and have joined the Practice – Clare & Michelle.
- Dr Challenor has started her Maternity leave – Dr Joshi has returned the practice to cover this period.
- New Trainees started at the beginning of August – Dr Charleston & Dr Javed.
- 3 PCN pharmacist working at the practice plus looking to expand our PCN staffing to include a physicians associate.

## Practice

- New Practice website launch back in June – [www.crossdeepsurgery.co.uk](http://www.crossdeepsurgery.co.uk)
- New patient entrance and call system installed.
- Practice Bulletin Ideas discussed and agreed as part of the whole agenda/discussions:
  - o Agreed to feature PPG and gauge interests from other patients to try and develop a more representative group of the practice population.
  - o New Patient Access Portal
  - o Mental Health and Wellbeing re: COVID
    - Richmond Wellbeing Self referral - <https://richmondwellbeingservice.nhs.uk/>
  - o Talk before you walk – Explain GP Access process
  - o Importance of Cancer Screening

## **7. PCN Update from East Twickenham Director**

SF

Dr Ferguson gave a general update from East Twickenham PCN.

Employed 3 clinical pharmacists, 2 social prescribers and 3 physicians associates.

- Clinical Pharmacist
  - o To Assist the practice on day to day medication issues inc. telephone calls for patients to book into to discuss any issues relating to medication
  - o Review polypharmacy patients (those on 10 or more medications) and patients in care homes
- Social Prescribers
  - o Assist the GPs to manage social aspects of care including benefits, shopping, loneliness & support.
  - o Working on Social aspects of Dementia reviews and Learning Disability reviews
- Physicians associates
  - o New and fairly unique role in General Practice. Would assist the GPs in managing patients' acute issues each day

Other areas of attention post covid:

- Cancer Screening – Increase the take up of Cancer screening programs (Bowel and Breast)

## **8. Any Other Business**

LV

- Social Media
  - o LvdS feels that this could be a helpful tool for the Practice and PPG group to share information to the patient population and wider community via community groups. LV Awaiting feedback from other practices as to their experience (if any) having a social media page. LV to Feedback.
- New PPG Members
  - o Feature in newsletter to recruit new members. LV suggests we clear list of patients on the group as many do not participate or respond. Regular attendees are as below:



- PS Asks if anyone would like to take a turn of chairing the meeting he is happy for this to happen.

## **9. Date of next meeting** – Monday 7<sup>th</sup> December @ 6pm

Agreed to host via Zoom instead of MS teams.