

**Cross Deep Surgery**  
**Patient Participation Group**  
**Monday 07<sup>th</sup> March @ 06:00pm**  
**Venue: Cross Deep Surgery**

**MINUTES**

In Attendance: RO, SG, PS (Chair), BB, PC, AH, RW, JA  
Apologies LVS, LH

**1. Welcome and Apologies.**

**Chair**

- Apologies from LVS & Linda Hammond

**2. Approval of Minutes of 22<sup>nd</sup> November 2021**

**Chair**

- Approved

**3. Action Log**

- Terms of Reference discussed. Agreed it would be helpful to have a TOR for our meetings.  
PS to look into drafting for review – Still to be actioned

**Chair**

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

**Chair**

- **PACE** – Given general overview of what to expect, questions raised of how will it work? How will it be funded?
- Documents attached to email in regards to this.
- **GP Contract Change** discussed RO says nothing wrong with current model other than underfunding, general feeling of NHS being pushed towards privatisation

[Pulse article](#)

[BMJ Article](#)

[NHS England letter](#)

**5. Practice Update**

**SG/RO**

**5.1 Business as Usual & Vaccination Plans**

- **Flu Vaccination Program** – All targets have been achieved, still some vaccinations available.
- Advised that next year 50 – 64 year olds will not be eligible
- Discussed that there has been a problem on getting information from the notifications of vaccinations administered at pharmacies, LV has raised this to the commissioners to ensure is resolved ASAP.

**5.2 Staff Update**

- Dr Amy Charleston will be leaving us next week and Dr Zakir Hussain has joined us
- Dr Sana Javed has joined the practice on a fixed term basis
- 2 Care co-ordinators have been recruited via PCN to assist on a document management protocol

- Additional Roles Reimbursement Scheme (ARRS) spoken about briefly – what type of roles, how they are funded.
- Asked how many GPs we currently have 9 fully qualified, 3 registrars – It feels like we are managing, Paul feedback that patients are happy with the system here – discussed that continuity is good for patient care but agreed that if urgent, it is not so important who we see but that we are all seen.
- Speak to FI in regards to diabetes care/clinics

### **5.3 Premises Update**

**RO**

Discussed splitting Minor Surgery room, asked how other area could be utilised in order of gaining additional space.

### **5.4 IT Update**

**SG**

- MS Hub has been set up in meeting room which can be used for MS Teams meetings and presentations
- Additional monitors are due to be picked up to enable dual screen working
- EMIS Web and Ardens explained in brief
- Communications to and from hospitals discussed, Summary Care Records so hospital have access to relevant and important clinical information with patients consent
- Explained how certain hospitals & services can send documents directly to EMIS

### **5.5 Complaints**

- Complaints have reduced – patient are given choice of what type of appointment they want which we feel has helped.

## **6. PCN Updates.**

**LV**

- We feel that our PCN practices are working well together.  
An example of sharing help when we duplicate results from the lab were sent and we shared a fix for the problem and trained a care co-ordinator so they could attend one of the PCN practices to do it.
- SF to give update at next meeting

## **7. Practice Website and Bulletin.**

**SG and PC**

- Agreed that the bulletin was a helpful way of communication with patients, Pam to send template that can be used with MS Publisher.

RO suggested that the registrars may want to do this, RW has also offered to take this over.

- Planned to update the Doctors pages/photos on website.

## **8. Any Other Business**

- BB asked when over 70s COVID booster vaccinations would be rolled out – no official notification of this yet

- Paul has asked what other things we can do as a PPG such as runs/talks from lectures – to look into and discuss further at next meeting but noted would be slightly limited to do things in-house due to space
- Pam and Ann are leaving – thanked for all their hard work with the PPG and throughout the pandemic.

**9. Date of Next Meeting - 30<sup>th</sup> May 6pm**