

**Date:**

Wednesday 18th October 2017 | 11.30 - 12.30

Attending:

Tessa Jelen, Julian Anderson, Tariq Moghal, Dr Sonill (PHM), Linda (PHM), Jo Fox (PHM)

Apologies:

Tony Santos (Chair), Gloria George
TJ agreed to Chair and take Minutes

Glossary of terms:

PH@TM – Pimlico Health @ The Marven
CCG – Clinical Commissioning
CQC – Care Quality Commissioner

Minutes approved and matters arising:

PPG Minutes to
Meeting 12th June 20

Discussions of current PPG Meeting:

GP staffing levels and different roles of GPs was discussed and it was suggested the Practice produce a list of the GP's and their specialities (eg. Dr Sohill speciality is skin condition and Tuesday meeting re District nurse's service, Lehey - Care Co-ordinators etc). It was noted by JA that he was not aware that his 'designated' GP had left the Practice. Patients are designated a GP, though they may not be seen by their designated GP, they are still the patient overview lead. There was also some confusion on reception signage apparently stating only appointments can only be booked 3 months ahead - clarification please (ACTION 5)

The booking online screen is now much simpler. But there was a problem with booking a weekend urgent appointment with the Practice through 111 (ACTION 6) Weekend walk in had been cancelled voiding the initial intent to relieve A&E services. Practice appointments only available now when booked during the week or via 111. (mention on web?)

Screens: Winter watch – posters/leaflets reminding people to help elderly neighbours was suggested for the screens. Silver Sunday was mentioned (Oct 1st) day for remembering the elderly. "Health & Wellbeing at the Abbey" screen out of date.

SHINE healthy home check and list of local voluntary support organisations suggested as JA had not known of MSK self-referral. Also Dr Sohill suggested a list available of local voluntary support associations (social prescribing) and JF said of dedicated clinical pathway further (AI) support package available next year. (ACTION 7)

Meeting at Abbey Community Centre for CLCCH PPG representation on 24th October at 3.00 - 5.00pm. Jo confirmed it will be on screens - Tony to circulate all PPG Members (ACTION 8)

Changes in Podiatry and Prescribing was discussed. As some patients may lose podiatry service, it was thought that maybe Health Watch could monitor the hygiene on local nail bars

Dr Sohill will look into the Practice's take on the changes (ACTION 9)

TJ suggested PH@TM produce an INFO SHEET to be distributed prior to meetings with updates on changes to the Practice, GP's or important notifications (ACTION 10)

JF gave details of the Care Quality Commission (CQC) in the week and invited the committee to attend. TM requested that interviews with the CQC were one to one. Page 2



AOB

TM requested the Practice setting up some training sessions for patients use of SYSTEM ONE (ACTION 12)

TS (Chair) has been set up with a dedicated encrypted email to liaise with members. JF would text basic information as TS has not this facility (5% of members do not have email) but TJ and PS had not received a text notifying of today's meeting. Pimlico.PPG@nhs.net So please use this for all correspondence.

JF reminded us that non-attende members could not be removed from membership without their full consent.

Our sincere thanks to the Practice for facilitating and their time and help for the PPG meeting

Item	Date	Action By	Action Detail
1	July 17	PH@TM	Practice TOR to be circulated to PPG member's http://www.pimlicohealth.co.uk/website/E87034/files/PPG_Terms_of_ReferenceV2.pdf Hard copy given at meeting. TC to distribute link to members?
2	July 17	TS	Meetings dates and times arranged for every 3 months. 2 day, 2 early evening - completed
3	July 17	TS + JF	Action to confirm active membership. <i>JF has already checking members data entry accuracy</i> <i>JF attached extract from new registration form which offers all patients the opportunity to join the PPG.</i> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>12 Patient Participation Group (PPG)</p> <p>The Practice is committed to improving the services we provide to our patients.</p> <ul style="list-style-type: none"> • To do this, it is vital that we hear from people about their experiences, views, and ideas for making services better • By expressing your interest, you will be helping us to plan ways of involving patients that suit you • It will also mean we can keep you informed of opportunities to give your views and up to date with developments within the Practice • If you are interested in getting involved in the PPG, please tick yes in the box below and we will arrange for the Practice for the Practice Patient Participation Group Application Form to be given to you at your initial consultation <p>Yes I am interested in becoming involved in the PPG <input type="checkbox"/> No I am not interested in becoming involved in the PPG <input type="checkbox"/></p> </div>
4	July 17	PH@TM	Online booking problems – this item had been acknowledged.   ONLINE ACCESS - SystmOne online - WHAT A PATIENT SEI patients view 2017.d JF stated the screen was changed months back by LA and signed off by partners and CCG. See attached 2016 approach and the revised version from July 2017 Demonstrating clear differences in what is visible to a patient

5	Oct 17	PH@TM	Appointments can be booked 3 months ahead? clarification please <i>This is FACTUALLY Inaccurate. From an operation perspective the clinics are applied to the clinical system 8-12 weeks in advance. JF</i>
6	Oct 17	TJ	problem with booking a weekend urgent appointment with the Practice through 111 on a Friday evening
7	Oct 17	TJ + PH@TM	send in SHINE info and Dr Sohill suggested a list available of local voluntary support associations
8	Oct 17	TS	circulate all PPG Members 24th Oct at Abbey Community Centre meeting re new PPG structure with commissioners
9	Oct 17	PHM	Dr Sohill will look into the Practice's take on the changes on Podiatry and prescribing
10	Oct 17	PHM	INFO sheet from Practice for circulation before each PRG meeting
11	Oct 17	JF	Date of January meeting Wed 17th January 2018 6.30-8pm
12			Introduction sessions to SYSTEM ONE - JF would like to question the PPG what the objective of this request is?