



Pimlico Health @ The Marven

Meeting Title: PPG
Date: 10/1/2017
Chair: Dr Neogi
Minutes taken by: LC
Present:

Staff present, Dr Shelia Neogi, Lindsey Angell & Linda Chapman

Welcome and greetings to all attendees :

Patricia Hafez-Mahmoud
 Sarah Jhirad
 Tony Santos
 Julian Anderson

Apologies:
 Elizabeth Bach & Joanna Fox.

Agenda Item	Action Points Raised	Actions Completed by When	By Whom
Referrals	<p>Currently as part of our practice locality plan, our aim is to improve our referral sign posting and pathways for patients. Also to improve on access through technology.</p> <p>Internal as a practice we are in the process of peer reviewing our referrals and each month the Business Manager and Referrals Manager analyse the data, with a medical review by a GP. This is then discussed at clinical meetings to enable continued education for GP's and consistency for patients.</p>		
	<p>The idea is to help GP's work smarter and to empower patients to manage their own health and to limit unnecessary referrals made by GP's. The aim is to try and reduce referrals by 10%.</p>		
Health Care Assistants.	<p>The practice has increased its Health Care Assistant capacity covering both Lupus St and Vincent Sq. Our three HCA's are qualified and competent in the following:</p> <ul style="list-style-type: none"> Phlebotomy Wound Care (Minor) ABPM ECG Care planning on Frailty Index NHS Health Checks and New Patient Health Checks Spirometry Diabetes at risk, Diabetes L1 patients Mental Health reviews Assisting in Minor Surgery. 		
	<p>They are currently working Mon-Sun. This helps free up the Practice Nurses.</p>		

	All three HCA's have recently undergone the formal Care Certificate Qualification, which is the health sector standard requirement from 2017.		
Training Practice.	The practice has been awarded training practice status, and therefore we have in the last 6 months had a GP registrar Dr Warner, who leaves in February for maternity leave, though will return in 2018. We have a new GP registrar starting in February for 6 months, Dr Jessica Norton. We also have a new Trainee Nurse for general practice, Charlotte, starting with us in February for 12 months.		
Service Delivery.	Over the Christmas period the practice was awarded the contract from the extended hours OOH specification.		
	What this means is that from the 1st April 2017 the practice will be open 365 days per year, weekdays 8am-8pm and weekends 12 hours over the 2 days. Our Business Manager is currently working on the logistics of the delivery and staffing structure to accommodate this change. This allows us as a practice to continue with our core aim which is accessible care. Our current list size is 13,856.		
Business Plan for 2017.	To enable the practice to grow without losing quality. Improve the accuracy of NHS Choices and have information updated via questionnaires, like the I Want Great Care cards, to enable us to gain a more accurate scoring element. To improve our numbers for online access, currently we have 14% and aim to have 25% by the end of 2017. To have 50% of appointments bookable online, at the moment we provide 48%. Year or care planning, we are currently care planning many of our patients who are high on the frailty index and we continue to care plan those who are moderately frail and mildly frail, in an attempt to continue to reduce A&E admissions.		
AOB	Tony Santos elected to be chairperson. Email to members to advise when the minutes of PPG meeting are on the website. Email addresses of PPG members given to Tony, so he can contact members to let them know when the minutes are available.		
	Feedback from members regarding booking on line: this is great!! And sharing of records within system one is brilliant. PPG members offered to bring Christmas dinner to the members of staff who will be working on Christmas Day.		
	Members of the PPG invited to join User Panels, such as Health Watch. Feedback from patients is important and relevant for the CCG user panel. Meetings are quarterly.		