

Minutes of the meeting
The Francis Grove Patient Group
Tuesday 11th August 2015
18:30 – 20:00

Present

WP, IP, LN, HN, SP, MM, AD, AM, DT, Dr KB, Dr CB & DK

Guests KH & CT from St. Helier Hospital

Apologies KG, GB, AB, GN

Presentation from St Helier

The group were delighted to have representation from St. Helier Hospital to talk about their hospital services which covers a community of approximately 420,000 people in Southwest London and northeast Surrey.

Epsom and St Helier University Hospitals NHS Trust was formed in 1999, bringing together four hospitals - Epsom, St Helier, Sutton and Queen Mary's Hospital for Children.

Mr KH and Ms CT talked about Epsom and St Helier Trust five-year strategy to improve on current services such as consultant-led clinics, A&E waiting time (currently 4th in London) and surgical procedures. In addition, St Helier will provide specialist and emergency care, such as acute surgery. Mr KH said patient comments and feedback is important to St Helier in providing responsive care to patients.

Mr KH said that there is a £9 million refurbishment plan in place to update the building and make changes so that the St Helier can provide healthcare services from a safer, cleaner building. There are also talks about redeveloping the Wilson Hospital site to offer a wide range of health care services, similar to those offered at the Nelson site.

A member of the group asked if they received many referrals from Francis Grove. Ms CT replied that there has been a decline in referrals from this practice along with others in the Wimbledon, Raynes Park locality since the closure of the Nelson Hospital. Since it has re-opened and St Georges are providing out-patient services, this situation is likely to remain the same. The group member said she had a good experience at St Helier and didn't wait very long for her out-patient appointment. Mr KH said that they have tertiary clinics for certain specialities held at St Helier. Another member of the group asked how they promote themselves! There is a directory of all Consultants on their website, and GP educational events such as postgraduate meetings on Tuesday lunchtimes, Ms CT said their Consultants are happy to come out and meet GPs at the surgery.

A member of the group asked about Children Services, Ms CT replied that they have Queen Mary's Hospital for Children linked to St Helier, a Polyclinic in Mitcham providing children services, local breast feeding clinics and maternity services in South Wimbledon.

Ms CT handed the group two leaflets:

Raising Concerns – how to raise a concern or problem, what is PALS and how to make a complaint.

My Contribution – handed out to St Helier employees for them to engage in meeting the trust's objectives.

The group thank thanked Mr KH and Ms CT from St Helier for their attendance

Minutes of the Last Meeting

Minutes of the last meeting were agreed with no corrections

Francis Grove Patient Group Annual Survey

DK handed out a copy of the Francis Grove Patient Survey that is being handed out to patients to complete when they come to the surgery. As we have more than 10 questions we could not use "Survey Monkey" this year. A notice is on the website with my email address. If any patient wishes to complete a survey they can email me, and I will email a survey. We would like to collect 100 surveys throughout August.

Francis Grove Quarterly Newsletter

DK was pleased to say the 2nd quarter newsletter is available at reception and on the website.

TV in Waiting Room

WP Chair will continue to contact the Life Channel TV Company to fix the waiting room TV

Notice Board

After KG had spent a little time in the surgery to discuss the leaflet racks we found out that the leaflet racks are maintained by a company on behalf of the advertisers. We can decide to have them removed but we cannot place our own notices in them or remove their contents.

Any Other Business

DK thanks WP Chair for organising the St Helier presentation and thanked IP for the cakes.

End of Meeting

Next Meeting Tuesday 13th October 2015@ 18:30 – 20:00

FGPG
August 2015