

Minutes of the meeting
The Francis Grove Patient Group
Tuesday 8th December 2015
18:30 – 20:00

Present

WP, AM, AD, IP

Francis Grove EGW, KB, CB

Guests: Jade Fairfax – Outreach Officer for Healthwatch Merton

Apologies KG, SP, GN

Presentation from Jade Fairfax – Healthwatch Merton

The group was delighted to welcome Jade Fairfax from Healthwatch Merton. Healthwatch Merton works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping shape them for tomorrow. It's all about voices being able to influence the delivery and design of local services, not just for people who need to use them now, but anyone who might need to in future.

Healthwatch Merton will play a role nationally through Healthwatch England and at a local level as one of the 152 community focused local Healthwatch. Together they form the Healthwatch network, working closely to ensure consumers' views are represented nationally and locally.

Merton Council awarded the Healthwatch Merton contract to Merton Voluntary Service Council (MVSC) because of their excellent local knowledge. MVSC is based in the borough and already engage on a daily basis with the many diverse communities in Merton. Their experience and knowledge about health and social care services working within Merton is also another strong quality.

What are Healthwatch here to do:

- Gather the views and experiences of local people on the way services are delivered and have the power to enter and view adult health and social care services to get a feel for how they are delivering
- Help you to shape and improve the services you use. They do this by influencing the way services are designed and delivered based on evidence gained from you
- Engage with people locally. Healthwatch want to hear from people across every part of your community.
- Keep you up to date with their work through regular newsletters and updates
- Provide information and advice about local health and social care services
- Influence how services are set up and commissioned by having a seat on the local Health and Wellbeing Board

- Pass information and recommendations to other local Healthwatch, Healthwatch England and the Care Quality Commission

What does Healthwatch England do?

Healthwatch England gives a national voice to the key issues that affect children, young people and adults who use health and social care services. It develops an intelligent view of trends and consumer experiences at a national level, based on evidence gained from:

- Views and experiences of people who use services locally and nationally
- Views and experiences gained by local Healthwatch
- Evidence gathered and shared by stakeholders and partners, including charities, professional bodies and those who support vulnerable people

All of this evidence is used to highlight major issues and seek change in the policy, regulation and delivery of health and social care services. Where very important issues arise, they are raised with the Secretary of State for Health, the Care Quality Commission, the NHS Commissioning Board, Monitor or local authorities in England. By law they have to respond to what Healthwatch England has to say.

Healthwatch England also provides leadership, support and advice to local Healthwatch so they can be strong ambassadors for local people and develop strong partnerships across their communities.

You can contact Healthwatch via their website
<http://www.healthwatchmerton.co.uk>

Or by telephone on 020 8685 2282

Thanks' to IP for providing cakes for the meeting.

Minutes of the Last Meeting

Minutes of the last meeting were agreed with no corrections

CQC Inspection

Dr Katie Broad gave a brief overview of what happened on the day of the practice CQC inspection. The inspection was held on the 19th November 2015. Prior to the visit the practice worked hard to provide the CQC inspectors with information and reports that they required. Before their visit the inspectors will have viewed the practice website, NHS choice and data held centrally by NHS England to get an understanding of how the practice was performing. On the day five inspectors arrived and were given a tour of the practice. They were then given a presentation from Dr Katie Broad, Nurse Sarah Buttlinger and Debra Kirton in which they were told about all the services that the practice offer. The aim of the presentation was to prove that we are a caring and well lead practice.

Following the presentation the five inspectors split up and interviewed different members of staff, doctors and nurses. The interview lasted until late into the afternoon, after which the inspectors presented a summing up of their findings. Overall they found the practice to be well lead, they had a few recommendations for the practice to carry out but were generally pleased with the service that we provide to our patients.

A full report will be sent to the practice in around six to eight weeks. We will have an opportunity to check this report for factual accuracy before it is sent to an external ratings board. Once an outcome has been reached our results will be published on the NHS Choices website.

New Practice Manager – Lynsey Buckles

Following Debra Kirton's retirement on the 27th November 2015 our new Practice Manager Lynsey Buckles is due to join the practice on the 14th December 2015.

Any Other Business

AD raised concerns that patients who are entitled to the Home, Social and Nursing Care rebate may not be aware that this is available. Dr Baillie commented that he is aware of this rebate and has filled out applications in the past. Dr Baillie said that he would mention this at the partnership meeting to ensure that all of the clinicians at the practice were aware of this rebate.

Next Meeting Tuesday 16th February 2015 @ 18:30 – 20:00