

Patient Participation Group

February 2016 6:30pm-8pm

Present: WP (Chair), LB (Minutes), LN, HN, AD, KG (Sec), AM, SP, JB

Apologies: IP

Discussion	Actions
<p>Amendments to last minutes Discussion about the speaker last time and the main impressions from the people whom were here. No amendments required.</p>	
<p>Lynsey Buckles (LB) The new Practice Manager introduced herself, explaining she had been in post since 14th December, was new to primary care and had come from a back ground of managing Substance Misuse Services for the past 10 years. LB is settling in well and explained how the roles (in spite of very different settings) were actually very similar. LB's degree was in Health Promotion, so comes from a preventative stance, however, has been managing clinical treatment services in recent years which crosses over into managing acute care as well as preventing further harm.</p>	
<p>CQC Outcomes WP explained the CQC process to the group. Francis Grove Surgery was inspected in November 2015. The report was published yesterday on the CQC website. The overall rating was Good, but we received two 'Outstanding's' in <i>Responsive to patients care</i> and also services for <i>patients with long term conditions</i>. Everyone involved was delighted with the outcomes and LB is taking forward the recommendations for areas we could improve.</p>	
<p>Nursing Update New nurses have started with the practice Rosanna-Full Time Hannah-Part time Vivienne-Part Time</p>	
<p>Mental Health Pathways SP noted that there is no information in reception about mental health or mental health services in the borough. Discussed the generic role of Community Mental Health Team's (CMHT), Merton Increasing Access to Psychological Therapies (MIAPT) services, MIND provision. Discussed the waiting times for patients currently due to the transition of services.</p>	
<p>Boards The group discussed having regular campaigns and displays up around the surgery, KG explained this was something she intended to take forward and will be meeting with LB to agree how to proceed with this..</p>	<p>LB and KG to meet to discuss and plan the display boards. KG to let LB know dates when she will be available to meet to discuss.</p>
<p>On-line appt's NHS England are pushing for more on-line services to be available, with the recommended level of pre-bookable appointments to be available on line set at 70%. The appt's are now all being managed by one person, which should help with consistency of availability. It will also ensure we have 30% (What Francis Grove will be trialling) of appt's available on line starting from the end of March. Appointments Experience of appointments is varied amongst the group, some easy and find</p>	

<p>the system works, others have noted it has got much busier in last 6 months. LB explained the Unblock on the day appt's and how she has now embargoed these to ensure they cannot be booked beforehand and that we have availability on the day. If this part of the system stops functioning effectively it is a great concern.</p>	
<p>Online-Records LB discussed the change in approach with regarding to patients have access to and viewing aspects of their records online. Francis Grove will be obliged to open up certain areas of patient records for people to view from the 1st April 2016. LB asked for volunteers for us to practice this on before going fully live. LB is receiving training and support in the coming weeks from the CCG to enable this piece of work to proceed and will her to understand the full scope of what this functionality can provide. LB will feedback at the next meeting if attendee's want to hear.</p>	<p>LB to email/phone members who expressed an interest in assisting with this.</p>
<p>Merton Health Watch New PPG starting in Colliers wood and they are hoping one of their members could come and shadow this group. WP asked if anyone had any objections to them attending, there were no objections to this proposal.</p>	<p>WP to invite them to the next meeting to shadow.</p>
<p>AOB Support Groups AD mentioned the benefit of support groups and whether this could be linked into this current group. It was felt this was not the right forum.</p> <p>Presentation WP has been asked to do a presentation on the 15th March to the head of CCG, due to the fact that we have been flagged up as a best practice example for PPG's. Excellent news!</p> <p>No Smoking Day On 9th March 2015. LB informed the group that Anne Dillion-Smoking Cessation worker will be doing a little display and promotion on the day. LB asked if anyone fancied coming in to assist her with this.</p>	<p>KG and AM have volunteered. LB will pass their details onto Annie</p>
<p>Date of the next meeting 19th April 6.30pm</p>	