

Minute's Patient participation Meeting Wed 21st May 2014

Present: SH, MWy, BB, DG, BW, DL,

Apologies CM, AM

- Update from DL re last LPP Meeting – DL did not receive information regarding last meeting, recent change in CCG, CJ no longer in post at CCG, I believe RW will now be circulating information. MWy will check with RW to ensure DL and CM on mailing list.
- Next PPG locality meeting 24.6.2014 5:30-7:30pm Cambridge House

Discussed possible area for the PPG for 2014-2015

- Care Quality Commissioning (CQC) – The practice is awaiting confirmation of CQC assessment. This should be anytime now, we are one of the few practices not to have received an inspection yet. Following the visit, the practice will be provided with a report and an outline of actions and recommendations the CQC feels the practice needs to address. The practice would very much like the support of the PPG in order to prioritise any actions required and review the recommendations. It is also an opportunity for the PPG to fully understand the purpose of CQC and what is expected from practices.

The CQC will also want to contact a couple of members of the PPG and BB, DG, DL, BW gave consent for their details to be passed on. AM also agreed at a previous meeting to this.

- Mini patient survey - Whilst this is no longer a requirement for practices, we would still like to gain feedback and the views of our patients on certain aspects of the service provided. We may wish to seek the PPG views/comments on the mini survey produced before giving to patients.
- Challenge fund discussed briefly 8-8 access 7 days a week. Questioned the reason for this, how it will work and how practices will maintain continuity of care and remain patient focused. This is a government initiative and it is unclear how much of a say the practice/patients will have as it may be a locality decision rather than an individual practice decision. Will keep everyone update when more information available.

AOB

- We have recruited a new HCA who will be working 2 days a week, funded by the practice. She will be performing NHS Health checks, new patient checks, smoking cessation, B12 injections, Influenza vaccinations, BP, dressings and Spirometry,
- DG expressed concerns regarding the withdrawal of complimentary therapists from the practice at the end of March and felt this should have been an area discussed and agreed with the PPG. We fully understand this was a great loss to the practice and patients, but as the practice was not in a position to fund the services and therefore unable to change the outcome, this was not a decision that could be influenced. I understand from previous minutes, the group was made aware of the withdrawal of the service as soon as it was known to the practice. It was felt there was insufficient information in the recent practice newsletter informing patients of the reason for the service ceasing and MWy has agreed to add a section into the next newsletter about this and will send this to the PPG members for comments before finalising.

- BW brought up the concerns regarding practices losing significant funding and some possibly facing closure and wanted to know whether we will be affected. Whilst all income streams to practices are changing and practices often have to work much harder to achieve their previously guaranteed income, Nunhead is not at risk of losing significantly.
- BB attended the Nunhead Cemetery open day last week and saw CL singing in the choir.
- Next PPG meeting TBC following CGC visit/report