

PPG Meeting Minutes 27th March, 2017

Present: WY, FB, PV, AS, IS, JT, PK, PC, DG

Apologies: SR

1. Welcome and Introductions

WY welcomed everyone to the PPG, and explained that the PPG hadn't met for a while as there had been change in practice management, and it was a good opportunity to start afresh.

2. Ground Rules and aims and objectives

WY explained the meeting ground rules:

- The PPG meeting is not a forum for individual complaints and personal issues
- Silence indicates agreement – speak up if you would like your suggestions to be a part of the discussion
- Open and honest communication applies to all
- All views are valid and will be listened to
- Be flexible, listen, ask for help and support each other. Demonstrate a commitment to delivering results as a group
- Start and finish meetings on time and stick to the agenda.

Aim and objectives of PPG:

- To give patients and practice staff the opportunity to meet and discuss topics of mutual interest.
- To provide a means for patients to become more involved and make suggestions about the healthcare services they receive.
- To explore issues from patient complaints and patient surveys, contribute to actions plans and help monitor improvements.
- To contribute feedback to the practice on National Patient Survey results and Friends and Family Test feedback to propose developments or change.

3. Update from GP Practice

The potential move to the Violet Melchett Integrated Care Hub was discussed as a future site for the Redcliffe Surgery, which is part of *Shaping a Healthier Future (SaHF)*. The *SaHF* programme is the solution proposed by CCGs in North West London (and approved by the Secretary of State) to the challenges faced by the modern NHS. The development of integrated care hubs in the West London CCG area is a core building block in delivering more and better NHS and social care services in the local community instead of in a costly hospital setting. The Violet Melchett Clinic hub will be the second integrated care hub in the CCG area, following the successful roll-out of *My Care, My Way* at the St Charles Health and Wellbeing Centre.

The hub is current offering a number of services already, and there is a GP practice operating there, but there is a future vision a full integrate health centre with more GP

practices making up a list size of approximately 15-20k patients. It was explained that looking ahead to how primary care will be delivered in the future was important, but the team is growing/no longer adequate space, the lease expires 2019 and importantly it is less costly to provide services in the community.

4. Patient survey – continuity of care

WY discussed that in the recent national patient survey. One suggested area of improvement was: continuity of care, where *'43% of respondents got to speak to of see that GP'*. WY discussed how this could be improved, and one suggestion was to implement routine telephone calls with GPs. These would be shorter appointments for patients to follow up regarding previous appointments, on-going conditions and medication queries. This would ensure they still speak to their preferred GP, but don't necessarily have to visit the surgery for a face-to-face appointment. WY agreed to trial this starting from May, and then analyse if it was successful.

Action: WY to implement phone slot appointment slots starting in May.

5. Suggestions and Comments from PPG Patient Members

Limited time for this but agreed we would focus the next meeting on this topic.

6. Plans for election of Chair and Secretary

WY explained it would be good for patients to have more ownership of the PPG, and if any patients would like to put themselves forward to chair the meetings in future to contact him.

7. Action Plan for Next Meeting

Agreed date for next meeting on 8th May at 6.00pm