

GOWER PLACE PRACTICE

PATIENT PARTICIPATION GROUP MEETING TUESDAY 16th DECEMBER 2014

Attendees: Mary Pyke, Evelyn Abberton, Carol Sheils; Michelle Green

Apologies: Margaret Versteeg, Glenys Fenemore-Jones

MINUTES OF THE LAST MEETING

Previous minutes discussed and accepted.

Friends and Family Test (FFT)

FFT is going well. We have been getting quite a few responses. We have been encouraging patients to go on our website to fill out our in house survey online. The questions on the form were discussed. We are pleased to report that the majority of the surveys are positive with good comments.

Care Quality Commissioning (CQC):

Our practice fell into Band 1 which is the poorest rating. However when we look at it, it is because of the prevalence rating as our patient demographic is one with a high student population. CQC haven't recognised that practices are different. They did put out an apology to say that they were going to re-rate practices but we haven't seen anything yet and we are not sure if we are one of the re-rated practices.

CQC is essentially coming out to visit practices. We haven't been notified about our inspection yet. CQC will telephone the practice and speak to reception and they will then speak to CS and MB and will ask us for a number of things which may be around these areas – significant events in the last year, complaints for the last year, survey for the last year, they may ask for things around recruitment policy. They give you a week to send out that information to them, the following week they send us a CQC box where they would like patients to put anonymous feedback in. They then come out and are with us for around 6 hours. About 6 people will be coming to the practice, two inspectors, 1 GP, 1 lay person, 1 Practice Manager, 1 Practice Nurse. They would also like our patient group available so that they can interview them and chat to them.

They also go around and speak to staff and patients. It is quite an intensive assessment and the report will then be made public. They also give us 30 minutes for us to present ourselves.

Online Access

This was discussed and it seems to be going well. Online Access is open to everyone. It is mostly the younger patients that use this. We are hoping this helps patient's availability to appointments but also cut down on our DNA's

AOB:

Appointments:

We are looking at appointment and walk-in-surgery (W/S) access and discussed this with our group. It is recognised that this is our busiest period of the year and we want to ensure that our service level is maintained. This will be followed up by MB as CS and reported to the group.

Premises: We have been working tirelessly to move forward with this. The District Valuer has assessed the premises to look at the rentable value and to agree that with the landlords which are the University of London. CS is expecting an email in full from the DV which is great progress. The partners will be required to make a financial contribution to the refurbishment. NHS England has not agreed to any contribution because of financial constraints.

Date of Next Meeting

17th March Tuesday

SUMMARY OF ACTION POINTS – MEETING ON 16 December 2014

	<u>ACTION</u>	<u>DETAILS OF PROGRESS</u>	<u>RESPONSIBILITY OF</u>	<u>DEADLINE</u>	<u>DATE COMPLETED</u>
<u>1</u>	Continue with relocation project		The practice with updates to the group for MB and CS	Ongoing	Ongoing
<u>2</u>	Review FFT	Compiling all FFT results for submission to NHSE and discussion at next PPG	CS	By next meeting	17 th March when FFT reviewed by PPG
<u>3</u>	CQC preparation for inspections	The team continue to maintain high standards of clinical care as required under CQC	The GPP team	Ongoing	ongoing
<u>4</u>	Patient Access	Looking at clinical capacity versus patient request for appointments/W/S access	The GPP team lead by MB and CS	Report to PPG by next meeting, action earlier if necessary	Additional GP support to be engaged, will report back at next meeting.