

Quarterly PPG Minutes

Greyswood Patient Participation Group Meeting (PPG)

Wednesday 26th June 2019 6-7pm

Attendees:

Warren De Souza (Practice Manager), David Gribbin, Graham Barker, Christina Brooks, A. R. Wright, Rachel Paton (Partner)

Apologies:

Maggie Thompson (Reception Manager), Rachel Bickley (Nurse), Simon Prager, Angela Godfrey, Theresa White.

Welcome & Introductions

WDS welcomed everyone to the June PPG meeting. Tonight's guest speaker was Naz Aswad who was coming to talk about the new LTC Pilot starting this week at Greyswood; as part of Talk Wandsworth.

LTC Pilot

This is a new service that forms part of the Government's drive to give parity to patients with mental health issues. It is acknowledged that good mental health can have a positive effect on physical health. Pilot will initially focus on 4 conditions: diabetes, asthma, copd & heart conditions. Referral would still be via CBT.

Annual Complaints Review

WDS gave the PPG a review of last year's complaints. Complaints can be broken down as follows:

- 9 in 2018/19- 7 clinical, 2 non clinical
- 1 male, 8 female
- Under 25 years of age (1), 25-44 (2), 45-54 (6)
- 4 Complaints not upheld, 5 upheld

Follow up actions:

- Feedback given to clinicians (2)
- Changes to prescribing policy (2)
- Changes to admin policy (1)

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CQC

There is a new inspection framework. This will be an Annual Regulatory Review (ARA) which will be in the form of a 1 hour telephone call. Practice will be given 4 weeks' notice.

Practices can still receive an inspection which can be between 3-5 years.

ARA will cover the 5 Questions..

Are the services that Greyswood provide **safe**? That is are patients protected from abuse & harm?

Are the services that Greyswood provide **effective**? That is does the care that the practice provide result in good health outcomes?

Is Greyswood **caring**? That is do the staff treat patients with kindness, compassion and dignity?

Is Greyswood **responsive**? Are the services organised in such a way that they meet each patient's needs?

Lastly is the practice **well led**? Does the leadership of the practice make sure that its care is based around a patient's need?

PPG can play an important role. For example by providing scrutiny to ensure that the services Greyswood provide are effective. As from next month PPG will be sent FFT (Friends and Family Test) results for their information.

Greyswood would also like PPG to be involved in any new service developments & changes such as revamping the website and Doctor Link. Agreed: PPG to meet to discuss how best to provide support. CB to organise.

Proposed Agenda for PPG Meeting:

- Chair
- Doctor Link Uptake- Visits to other surgeries
- PPG Board in Reception
- Website (ideas for new website)

AOB

Chair

Still need a Chair. PPG to discuss at their meeting.

Name Badges

All staff have been given a name badge to wear.

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Next Meeting

Wed 26th September 6-7pm- **Please put in your diary!**