

# PATIENT PARTICIPATION GROUP ( PPG )

DATE: Saturday 6 July 2019 – 10.30am – Library 2<sup>nd</sup> Floor **minutes**

	Agenda Item	Lead	Content	Minutes	Action
1	Apologies for absence	Chair	Phillip Heckman, Bibi Qureshi, Richard Peat, Juliana Zinkin, Stephen Boley, Tony Howells		
2	Attendees	Chair	Leslie McDonnell, Vicky Diamond, Dennis Diamond, Chris Eldridge, Sue Rolfe (chair) Barbara Ibbotson, Jane Eardley, Jodi Winters, Maureen Howley, Anna Neill, Michael Neill, Godfrey Shocket, Ellie Ruddock		
3.	Introductions	Chair/Matthew Evans	Jane Eardley, Maureen Howley	Saturday morning proved to be a good time for meeting as it allowed people in work to attend. Matthew publicized the meeting in the lifts, and VLD put a notice on SW15.	Standing item

4.	Family and Friends report	Matthew	Family & Friends report	Satisfaction still at good level (90.6 April, 90.9 May). Waiting time for appointments were slightly better than the previous 3 week wait.	Standing item
5.	Matters arising	Matthew	Website.	Previous webmaster has now left and a new contract has been issued to a company who are aiming to complete the new website in 2 weeks.	Standing item
6.	Matters arising	Matthew	Feedback from falls questionnaire and future self-care teach ins from the results for patients.	Still under discussion to find a GP to deliver.	Standing item
7.	Matters arising	Matthew/Chair	Demographics, Diversity and barriers.	Sat am proved a popular time for holding patient group meeting. The practice are planning focus groups with specific patient cohorts to check whether there are any existing barriers to service delivery.	Standing item

8.	Matters arising	Chair/All	Future development of QMH	<p>Leslie McDonell received an excellent reply from Justine Greening reporting on proposals from Sarah Blow, the Chair of QMH programme board. The 3 inpatient mental health wards would be relocated to a new facility at Springfield and Tolworth. Service provision at QMH would be expanded for maternity, cardiology, oncology and ENT. A number of additional proposals for services moving into unused space are also under review, which will support operational and estates pressures at Kingston and St Georges main sites. QMH has also been designated as a location for an Urgent Treatment Centre which will mean expansion of services and opening hours compared to the current Minor Injuries unit.</p>	
9.	AOB	Chair/Matthew	<p>Locality report. Impact of new PCNs (Primary Care Networks)</p>	<p>Matthew reported that one of the impact of the new groupings with other West Wandsworth practices would be the sharing of in house pharmacists – some of whom would see patients face to face in addition to Yan the existing and continuing P'mead pharmacist. Community navigators and social prescribers would also assist patients by being tasked to contact them directly – more proactive than the previous</p>	

				system relying on patients taking the initiative.	
10.	AOB	Chair	<p>Locality report</p> <p>New podiatry service to be delivered by Healthshare.</p> <p>Federation – patient feedback</p>	<p>Same capacity as service delivered by St Georges in many of the previous locations.</p> <p>Dr Aryan Jogiya responded to q re lack of district nurses at night by confirming that recruitment was a great problem. He also said that the 2 dementia nurses had recently resigned.</p>	
11.	Date of next meeting		<p><b>Sat 7 September 10.00am</b></p> <p><b>Please note this is Saturday morning!</b></p>		