

PATIENT PARTICIPATION GROUP

MONDAY 30TH OCTOBER 2017

MINUTES:

1. Welcome and introductions: Kas Shackelford (KS) – Practice Manager thanks all patients for attending.
2. Patients' feedback, suggestions and comments: KS commented that last meeting there was no time to attend to this section therefore it was placed at the top of the agenda. No comments were made. KS reassured the meeting that all Friends and Family feedback and other comments made by patients are discussed during Practice Meetings and improvements are continually implemented where possible.
3. Update on The Violet Melchett Clinic – Patient Engagement: Following on from the last meeting the group were eager to find out further details regarding the development of The Violet Melchett Clinic.
 - a. David Cox - Strategic Estates Consultant, kindly attended the meeting to update the group. He explained that the 100 year old lease on the property was due to expire next year. Recently he and Kate Brady have been attending meetings with Cadogan Estate to discuss the modernisation of the property. DC explained that Cadogan are developing ideas and feeding these back to the West London Clinical Commissioning Group (WLCCG). They are engaged in informal discussions with Kensington and Chelsea Council and aim to restore the building sympathetically maintaining the exterior as it is. They are also aiming to make the property more financially beneficial for the Estate. Cadogan Estate will be submitting a planning application to Kensington and Chelsea Council in the new year. DC has provided a letter from Cadogan which provides some reassurance for the Practice Patients as well as all of the community that use the Centre.

DC and Kate Brady will be attending another meeting with Cadogan Estates on 7th November in which architects will be present. DC is happy to attend our next PPG meeting to relay details from this meeting and any further developments as well as answer any questions that the group has.
 - b. Survey ideas – the new survey that has been updated according to the feedback from the previous meeting was reviewed. All present were happy for this survey to be sent to all patients in the practice.
4. Small project ideas and updates including important updates from the NHS and research at the practice
 - a) COPD & Smoking: KS updated the group that the practice was participating in a research project with The Royal Brompton Hospital. The research group are now looking to recruit smoking patients. Further information is available in both the waiting areas at the practice
 - b) Christmas Tea Party: KS explained that the practice team thought it would be a good idea to hold a Christmas Tea Party in the afternoon of Wednesday 13th

December for frail and elderly patients. The group discussed using one of the local church halls. KS confirmed that she would contact the churches to ask to use a suitable venue. The group agreed that tea, mulled wine and mince pies would be available. The practice would ask local shops to donate these for the party. Jean Lynch, from the My Care My Way team, attended the meeting and confirmed that her team could support the practice. KS's father has volunteered to play the keyboard with some Christmas tunes for all to sing along to. KS asked for any volunteers to help with the decorating of the venue, making the food and drink up for the guests and anything else that they felt they could provide in a festive spirit. KS suggested that everyone can try and wear a Christmas jumper as well. Please contact the practice directly or email – chelsea.reception@nhs.net if you have ideas, festive treats or time to give.

5. Updates from GP practice:

The practice has been noticeably colder over the last few weeks. KS explained that this was because the heating had broken. Kensington and Chelsea Council who are responsible for the heating had reported that they would be unable to attend to the problem until 2018. This was of great concern to the practice, patients and other members of the public using the Centre. David Cox was unhappy to hear that this had happened and promised to escalate the complaint and try and resolve it sooner.

6. Agreed action plan for the PPG

- a) Structure of the PPG – Isabel Carter has very kindly volunteered to Chair the next meeting with KS's support.
If anyone else would like to play more of a role in the group please contact KS at the practice or email the practice on chelsea.reception@nhs.net

7. Date of the next meeting – 1st week of December 2017

KS thanked everyone for attending and taking part in the meeting