

Dr C. Scudder

The Chelsea Practice

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London SW3 5RR
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PATIENT PARTICIPATION GROUP MEETING 24th July 2014

MEETING MINUTES

- **Introductions – all present at the meeting introduced themselves and KS read through the apologies from the members that could not attend the meeting**
- **Feedback from last meeting**
 - Still waiting for funding for the PPG – KS explained that NHS England had not remunerated the practice for the PPG work conducted in 2013-14.
 - How are the leaflets – all present believed the leaflets were up to date. KS and CW will continue to make sure that the leaflets are up to date as well as posting recent and useful local activities on the poster boards.
 - Improvements – the new computer system is working well and the staff are adapting to the new software well. The patients also like the instant text messaging system to remind them of their appointments.
- **Royal Brompton Hospital Research**
 - **COPD** – Ks explained that the practice was now working with the Royal Brompton Hospital to offer patients with COPD the opportunity to participate in a research project to help avoid COPD attacks. The aim was to improve the lifestyle of our COPD patients as well as limit the number of visits to A&E for COPD related problems. She explained that by participating in research projects she hoped to bring better care to the patients of the practice. She encouraged the group to think of areas of treatment that may also benefit from engaging with research projects. One member suggested a tinnitus research article she had recently read and KS asked her to bring the details to the surgery and she would contact the research team to find out if the practice could participate.
- **Future Hope – Calcutta**
 - **Read through statement** – KS explained that the practice had recently started helping a charity called Future Hope that is focused on providing opportunities to children in Calcutta by giving them homes, schooling and medicines. The practice was sending all their out of date dressings and surgical equipment to the charity. She went on to reassure the group that all the equipment being sent to the charity was safe for use but had exceeded the safety dates required by NHS England. The group were very pleased to hear that the practice was working with the charity.
- **Expert Patient Service – Primary Navigator**
 - **Feedback on progress** – CW introduced herself and briefly reminded the group of the services she can provide the practice and patients. She also explained that she was now helping all eligible patients to review their care

packages after they have been discharged from hospital with the aim of highlighting any requirements that could cause the patient to be readmitting to hospital.

She was pleased to inform the group that funding to continue to support this service had been granted indefinitely.

CW then went onto introduce a new programme that is being offered to patients with chronic problems to help them to understand their conditions and how to manage their conditions. For example eating healthily for diabetic patients. One member relayed her own experiences with this type of programme and explained how useful it had been and educational. The service is called Expert Patient Service and covers a range of chronic problems and some social problems (looking for jobs). The group agreed that this could be very empowering for patients and should be clearly advertised in the practice. KS will make sure that posters are up advertising the service.

AOB

- The group discussed the appointment booking system and that it could be very confusing as the choose and book method encouraged patients to visit a hospital that was further away but had an earlier appointment. This did not mean the treatment would be better. Members of the group relayed their experiences with some of the hospitals and some were unfavourable. KS suggested the C&B system could utilise the survey ratings of the Friends and Family Questions so that a patient would know which hospitals had had favourable ratings and therefore make a more informed decision. The group agreed that this could be useful – KS will inform the WLCCG of this suggestion.
- A member of the group explained that they found the Chelsea and Westminster hospital very hard to navigate. KS will talk with the GP liaison officer to see if signposts can be improved.
- The group also discussed the importance of Health Promotion. Ks explained that the practice was offering health checks to most patients over the age of 40 years old to assess their present health in order to detect early onset of chronic problems and guide patients to live a healthier lifestyle.
- KS passed out the Patient Participation Group Newsletter to all present and advised that an event for members will be held on Tuesday 23rd September from 4.30pm, venue to be confirmed.