

Corner Ways Surgery,
Patient Participation Group - Meeting 20 June 2019

Present

Enkanah Soobadoo (Chair)
Sue Brown (Practice Manager)
Dr. Barry Hurn
Ann Phipps
Robin Phipps

Apologies

Mavis Alagar
Gerald Chan
Paul Daubney

	Action
<p>Welcome and Introduction</p> <p>ES welcomed those present to the meeting and thanked them for their support.</p>	
<p>Minutes from the last meeting 25/04/19</p> <p>After some discussion the minutes were agreed and accepted</p> <p>.</p>	
<p>Matters Arising</p> <p>A number of issues were discussed including - The Self-Help App, NHS Choices and a further NHS App which is being tested between June and September and will then become widely available. The NHS Spine, which has to be opted into, will contain an enhanced summary of patients' records.</p> <p>The original poster designed by GU is now displayed on the notice boards in both waiting rooms.</p>	SB

Website

The website is progressing slowly due to an increased workload, staff shortages, and annual leave. SB mentioned that the CCG had offered to provide a company to help with website provision but the practice would still be expected to provide all the information. After due consideration, it was decided there would be little benefit in taking up this offer.

Selection and Recruitment

SB agreed to speak to the Nurses and ask them for feedback on any approaches that had been made. It was also agreed that ES would attend the next Practice Management Meeting. ES accepted this opportunity to speak for five minutes regarding the number of new members needed by the PPG and highlight the particular needs.

SB
ES

Report from Sue Brown (Practice Manager)**CQC Annual Review**

Dr. Norton, Dr. Kerr and Sue Brown had met with the Inspector. There were 11 questions – Dr. Norton answered all the clinical questions and Sue Brown covered the non-clinical ones. The Inspector felt there were no concerns and therefore no subsequent inspection was necessary. A similar review would take place in the Spring of 2020 and the Practice had already begun preparing for this.

Electronic Prescription Service

The practice was no longer issuing paper prescriptions, and Doctors were no longer needed to sign anything. For patients that had not designated a pharmacy, a white token would be issued to enable them to obtain their medication from a pharmacy of their choice.

Staffing

One member of staff was on long term sick leave and two temporary staff had been taken on. Both temps had been fully trained and had signed up to the standard confidentiality procedures.

Primary Care Network

It was hoped that an ‘in house’ pharmacist would be established to work within the five practices, with the caveat that funding would be shared equally between them. The Bromley CCG will be joining the SE London CCG Integrated Care System. The NHS long term plan is to bring CCG’s together and in so doing level out the funding.

<p>Patients' Satisfaction Survey</p> <p>As we received a very good response from the existing questionnaire, it was felt to more or less keep the same questions. Es will upgrade the questionnaire and to include a question on age, gender and ethnicity.</p> <p>AP &RP agreed to undertake photocopying the 200 forms required. ES will forward an updated copy of the Questionnaire to all members of the Committee.</p>	AP&RP ES
<p>The date of the next meeting</p> <p>25 July 2019 – 2 to 3.30pm</p>	

The Meeting closed at 3.55 pm