

Patient Participation Group
Plas Meddyg Surgery
Minutes of meeting held
19th September 2017

Attending: Saby Ghosh (Chair), Leanne Midwinter, Mark Burgess (Practice Manager), Mavis Wilson, Mike Tindall, Sandra Gilliard, Muriel Simmons, Jenny Phillips, Hazel Fullbrook (Receptionist).

Minutes of last meeting: Approved.

Virtual membership update: There is a total of 23 virtual members with 3 waiting to join the main group. Discussion took place on whether it was logistically possible for the virtual membership to be invited to meet with the core group at least once a year. Difficulty of venue was regarded as an obstacle, but it was agreed that this should be considered further.

Update on online training: Three people who had requested training had been contacted and messages left but there had been no response. It was felt that it was important to continue to offer the service as it was an initiative thought important by Bexley Clinical Commissioning Group (Bexley CCG).

Chairman's meetings with Bexley CCG's Head of Patient Experience & Equalities Annie Gardner and Bexley Voluntary Service Council (BVSC): The Chair reported that:

- a) There was to be a major push for GP online services.
- b) Three social prescribers were to be funded by the CCG and based in the Mind offices in Bexleyheath, one for each locality. The service will be led by BVSC and they will work with Mind to deliver the service

Feedback on Queen Mary's Hospital's centenary celebration on 9th September:

- a) The celebration had been well attended.
- b) The Chair had tried out the new electronic signing-in system at Urgent Care and this had worked well.

- c) The Chair had viewed the 8-8 GP Hub which was situated close to new area for Urgent Care and had seen how the triage system worked.
- d) The Chair had pointed out that the signage was not very clear, and this was being considered.
- e) The Chair had also raised the matter of the bus route, pointing out that it was a long walk for sick or elderly people needing to use public transport.

Report on CCG AGM on 14th September / Patient Council meeting 26th September:

- a) Diabetes - Bexley CCG had reached 4th in the country, achieving NICE (National Institute For Health and Clinical Excellence) treatment targets.
- b) There are now three Cardiology Clinical Champions, one for each locality.
- c) To reduce waiting times for Ophthalmology services, Kings College Hospital are running weekend clinics at QMH.

Practice news: The Health Visitor service had been withdrawn from the practice, Members expressed their concern about this which the practice team shared.

Any Other Business:

- a) Bexley CCG's Interim Director of Primary Care Nisha Wheeler had suggested that the PPG might wish to consider using the Omni-join conferencing facility to allow virtual members to take part in the PPG meetings via the telephone. The group felt that this would be difficult for the group to manage and might be disruptive to the process currently used for meetings.
- b) The Chair reminded the meeting of the importance of 'Mystery Shopper' and asked members to make the public aware of this as their means of contributing to improvements of the local health service.
- c) It was requested that Darent Valley Hospital be told of the excellent reports made by local people using the A&E at the hospital.