

Name of Meeting: Patient Participation Group Meeting			
Meeting date	31/10/2016	Minutes reference	No.11
Special provisions	None		



Attendance

Oluchi Uduku	OU(Chair)
Ngozi Uduku	NU
Ngozi Okafor	NO
Neeta Patel	NP
Barbara Veale	BV
Mel Nohur	MN (Minutes)
Peter Manley	PM
Christine Jones	CJ

Apologies

Reita Mohamed	RM
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1	Introductions	Action
1.1	OU welcome all for attending and asked all present to introduce themselves. OU also advised all attendees that Mr Peter Manley has just joined the PPG. Apologies were named and noted.	Note
2	Minutes of the Last Meeting	
2.1	Read and agreed	Note
3	Update on events at the surgery	

<p>3.1</p>	<p>a. CQC Inspection</p> <p>OU described to the PPGs that the ‘Care Quality Commission’ is an executive non-departmental public body sponsored by the department of health. They regulate all health and social care services in England and ensures the quality and safety of care in hospitals, dentists, ambulances, GP practices, and care homes. OU also explained how the CQC inspections are being carried out and how practices are being rated. Ratings are on a four-point scale: ‘Outstanding’, ‘Good’; ‘Requires Improvement’ and ‘inadequate’. WHC had its inspection visit on the 28th July 2016. NU spoke of WHC Inspection Report which constituted that WHC has been rated as ‘Good’ on each service provided with one ‘outstanding’ rating in people with long term conditions. NU also spoke of a couple of areas where WHC should make improvement. These are to review how carers are identified in the practice and that they should be recorded on the clinical system to ensure information, advice and support is made available to them. Also to review the cleaning arrangements for the practice. The annual reward of WHC’s QOF ‘Quality and Outcomes Framework’ was also discussed by NU who informed the PPGs that WHC came first in row of all other practices in Lewisham with a 100% on the results. OU explained the PPGs how they can look into the CQC website and QOF NHS website and compare with the other surgeries.</p>	<p>Note</p> <p>Note</p>
<p>3.2</p>	<p>b. ETTF (Former NHSE Bid) – General Practice Infrastructure Fund)</p> <p>OU informed the PPGs that she has submitted another bid to NHS England and that we should be hearing from CCG and NHS England soon. OU also advised them that she attended a pre-planning committee at London Borough of Lewisham and they approved the building plans but had some reservation on the design which constitute of the high rise building that will block the sight from Hither Green Lane.</p>	<p>Note</p>
<p>3.3</p>	<p>c. Salaried GP Recruitment</p> <p>OU informed the PPGs team that a new doctor will be joining in January 2016. This doctor will be doing 6 sessions a week which hopefully will help the appointment access. She also informed the team that WHC has started to provide appointments for sexual health again. The PPGs have also been advised that WHC provide training for new F1 and F2 doctors and that WHC currently has an F2 doctor working in the practice. OU also mentioned to the team that she was looking into employing new staff as well.</p>	<p>Note</p>
<p>4</p>	<p>Discussion on additional improvements to be made at the practice</p>	
<p>4.1</p>	<p>a. Practice Leaflet Board</p> <p>WHC has a new Practice Leaflet Board in the waiting room that holds various leaflets and this provide more information to patients. Also WHC have new practice leaflets which are being kept on reception for patients’ information when required.</p>	<p>Note</p>

5	Joining us today: Dr Uduku to answer any general clinical queries and give a clinical talk	
5.1	<p>Antibiotics Prescribing</p> <p>NU gave a talk on the above subject. She spoke of some countries that provide antibiotics to patients from pharmacists without prescriptions and the risks and danger of these. She also talked about resistance in antibiotics which can pose a significant threat to public health. To reduce the risks and to improve the quality of health and care, clinicians should review and if appropriate, revise prescribing to ensure that these are in line with the NICE guidelines, NICE pathways and quality standards.</p> <p>GPs should educate their patients about antibiotics in general NU advised. BV said that may be WHC should mention antibiotics prescribing in the Practice Leaflets for patients to read and learn. OU agreed and will consider adding this to the leaflets when they are next reviewed.</p>	<p>Note</p> <p>Note</p>
6	AOB	
6.1	a. PM announced that he will not be able to join the next meeting as he will be on holiday.	
6.2	b. NP asked about the extended hours of clinics WHC provides. NU explained that we provide late commuter clinics on Mondays and Wednesdays.	Note
6.3	c. NO enquired about being a member for CQC. OU will provide the information needed.	Note
6.4	d. BV spoke of Sustainability and Transformation plans from NHS England. This outlined a new approach to help ensure that health and care services are built around the needs of local populations. This was discussed and BV was very concerned about this, which will involve cutting many services and new plans be put in place. BV thought that it was very worrying. BV informed the team that she will not be able to attend the next meeting as she will be on holiday.	Note
6.5	e. NU thanked everybody for attending and advised that WHC staff will work hard to improve the appointment access.	Note
7	Date of Next Meeting	
7.1	<p>Monday 05 December 2016</p> <p>Time: 6:30pm</p> <p>Venue: Woodlands Health Centre</p>	Note

PPG FUTURE MEETING DATES: (First Monday of every Quarter)

DATE	DAY	MONTH
31.10.2016	MONDAY	OCTOBER
05.12.2016	MONDAY	DECEMBER
06.03.2017	MONDAY	MARCH
05.06.2017	MONDAY	JUNE
04.09.2017	MONDAY	SEPTEMBER
04.12.2017	MONDAY	DECEMBER