

Hurley Patient Participation Group Steering Committee

Minutes of the meeting held on

Thursday 19th January 2017 at 10.00 am

in the Hurley Clinic Conference Room

Present: Priscilla Baines, Christine Tan, Dilys Cossey, Cortina Henderson
Hurley Clinic: Pam Elliott

Apologies for absence: None received

1. **Minutes of the meeting of 23 November 2016 –agreed**
2. **Hurley Clinic developments:**
 1. **Appointments – 10 days wait for appointments noted**
 2. **Dr McCosh – GP registrar – commended by members of the group and wished her well on her departure.**
 3. **Recruitment – no further recruits, but there is recognition and strategies in place to deal with high level of locums at the practice which is working well. Trying to ensure we maintain our high standard of care and consistency for patients. PPG are very much behind the clinic in its efforts to maintain high quality and standards.**
3. **Walk in centre and Hubs** – Noted the decision to close Gracefield Gardens. Pam reported a good uptake by patients of the South Lambeth Road practice hub, and patients generally were now used to this. Also noted there is the urgent care centre at Guys.
4. **Portuguese Project** – PPG asked if the clinic has engaged in the project and queried the population numbers. **PE to look at whether the project is something that would benefit the practice patients.**
5. **Ladies Toilets:** Noticed that there is still no lid on a cistern and the seats don't fit. Handryers do not work. **Agreed Pam to review and get replacement.**
6. **AGM November 2016** – noted poor attendance. Will ensure better preparation for the next meeting on what is expected.
7. **Emailing patients for PPG events:** Interested in receiving info from the PPG. **Agreed Pam to set up a Gmail account such as hurleykenningtonppg@gmail.com Priscilla to draft an introduction for us to send out, and Pam to share the password.**
8. **Patient Survey 2016** – Noted the level of response was lower than last year, however, no serious discontent.

Comments about the reception staff that were negative were discussed. Pam explained the challenges that the reception team sometimes face but also that all issues can be investigated as training issues. PPG wished to express their thanks to the Reception team for the great job they do and support them as a team. There are still concerns about the layout of the waiting room that should be addressed – one particular issue is

the view by reception of what is going on in the waiting area because of the way it is set out. **Agreed Pam to ask Isaac to come to a public meeting and meet patients and address them.**

9. Future activities – projects for the practice incentive scheme:

1. Healthy eating event on **Thursday 9th March 2017 2.30-4.30pm at the Durning** – Cortina still in contact with Tesco and will ask if they can advertise as well as contribute to the provision of food. **Pam To ask Health Facilitator for LEIPS to attend – also ask the Health Visitors. Pam to also ask if one of the nurses want to attend – to advise on diabetic diets.** Simone to book the event. Text message to be sent about the event and say it is *general advice on how to improve your diet. Drop in at the Durning library between... and meet the experts. All hurley patients welcome.* Total budget including hire of the Durning - £200
2. **Online training: Need a date by end of February. Likely to get about 12 slots.** Agreed **23rd February – 10.30-12.30** – patients to be advised to bring laptops, smartphones, Ipads etc to learn how to access services online. They will need to ensure they have the access info to their online record. . Priscilla to do a poster for the practice so patients can sign up to it. Cost for the event is £200 and Foundry need to invoice the practice.

10. PPG Network: Chair talked about current initiative targeting patients with 3 or more Chronic diseases within the Local Care Network meetings and strategy. Noted

11. Date of next meeting: wed 22nd March 2017

Meeting ended at 12.05pm