

Garway Medical Practice Patient Participation Group



Minutes of Meeting on Wednesday, 30th November 2017 in Pickering House

PRESENT: Deirdre Cordwell (Chair), Christopher Penfold, Judy Loncraine, Marian Kirsner, Genie Stuart-Ranchev, Dr Jedth Phornnarit (Principal GP), Angela Reeves (Practice Manager) Lucy Arnold (Patient Support)

APOLOGIES: Diana Landymore, Andrew Boichat, Rose Doyle, Odetta Pakalnyte.

INTRODUCTIONS: Deirdre Cordwell welcomed everyone.

MINUTES of the previous meeting (27th October 2017) were agreed.

REPORT BACK FROM PRACTICE

- Christopher Penfold has offered to scribe for the meetings.

CARE QUALITY COMMISSION INSPECTION REPORT

- The outcome of the CQC inspection was 'Requires improvement'.
- Angela outlined the outcome of the CQC report which indicated "Requires improvement". The assessor acknowledged that the areas which required improvement were primarily historical. Angela and Dr Phornnarit agreed with the outcome. The date of the next CQC visit is not known but is likely to be within a year and the Practice will be informed 2 weeks beforehand.
- It was discussed that CQC had acknowledged that the practice had identified and were already working the majority of the issues. Christopher thought it useful to also display this information. Angela will update the poster in the entrance area and update the information on the website

NAPP CONTINUITY OF WINTER CARE EVENT FOR MEMBERS

- Christopher Penfold brought attention to this event on Saturday 2nd December.

CONTACT THE ELDERLY

- Christopher Penfold drew attention to paragraph 4 on the November NAPP bulletin about loneliness. There was a discussion about what the PPG could do to facilitate social events in an attempt to combat loneliness – thinking specifically in terms of loneliness affecting the elderly. One idea is for the practice to host afternoon tea parties for elderly patients to attend. The practice would be happy to host these. Lucy Arnold mentioned putting up posters to promote the free phone help line "Silver Line" for the over 60's.

ANY OTHER BUSINESS

- The new website has gone live! Angela outlined some of the improvements to the site – including links to other information and access to translation of information into other languages. Angela will make the link to the translation service more obvious.
- With the help of the current PPG it is hoped to develop a Virtual Patients' Group through the website.
- Angela asked for ideas on how best to promote the Newsletter that patients can sign up to on the website. Newsletters will be automatically emailed to every person that signs up.
- Angela provided an explanation of how the childhood immunisations had already been increased to 70% (from around 40%) and is working on increasing this to 90%. This is particularly difficult to achieve in London for pre-school boosters.
- Angela explained uptake of smear tests has been lower than the desired 80% as a minimum and outlined her plans to increase cytology figures. Language was thought to be a barrier and Angela has organised leaflets in Arabic and many other languages. Ginger is devoting specified time each week to telephoning women to invite them for smears when we have adequate nurse appointments to offer.
- Deirdre suggested the group think about goal setting and returned to the idea of presenting a paper at the NAPP's conference as a possible goal. Angela suggested using the Afternoon Tea initiative as possible material for the paper.

**DATE OF NEXT MEETING:
WEDNESDAY 31 JANUARY 2018 AT 6.30PM**