

Minutes of Patient Participation Group (PPG)
31st March 2016, 5.30-6.30 pm
Waterloo Health Centre

		Action
	Present from WHC: Rona Sian, Practice Business Manager Dr George Verghese, GP Partner	
	Patients Present: PC, JN, UC, EY, RC, EN, EO, PJ, DJ, KM, CL, SF, IP, PL, TI, AP, DS Apologies:	
	Background There are now 45 members of our Patient Participation Group. Efforts had been made to increase membership of under-represented groups and some success here had been achieved.	
	Introductions Dr George Verghese initiated the introductions and advised that the agenda would be taken from the newsletter and fairly fluid. Patients were thanked for their attendance. 17 patients were in attendance.	
	AGENDA ITEMS	
1.	North Lambeth Hub The services in North Lambeth are being improved with access to the North Lambeth Hub. The Hub is based at South Lambeth Road Practice, 1 Selway House, 272 South Lambeth Road. The Hub offers additional access in the evenings and on weekends with a walk in service on Sundays. Further details are available on our Waterloo Website or from Reception or on www.lambethgpaccesshubs.co.uk	
2	Local Care Record The practice is participating in a local initiative called Local Care Record. Booklets were distributed to the patients and are available in Reception area for all patients. A Fair Processing Notice is also displayed in the waiting room and explains how patient data is managed. Primary Care and Local Hospital Trusts are able to share patient information which will aid to more efficient patient care. The trusts include Guys & St Thomas', Kings College Hospital and South London & Maudsley Trust (SLAM). The aim is to improve communication and information sharing to facilitate joined up patient care. If patients wish to opt out of the Local Care Record forms are available at hospitals and the practice.	
3	“You said, we did “ <ul style="list-style-type: none"> • Patient confidentiality – the Patient Services team no longer answer the telephones at the front desk. This aids for a calmer atmosphere in the reception area as the telephones no longer ring at the front. It also aids patient confidentiality. • A TV has been installed in the reception area. 	
4	Named GP All patients at Waterloo Health Centre have been allocated a Named GP. If you wish to know the name of your GP please ask at reception when you are next in the surgery. Please note, there is no need to telephone the practice for this information. Having a named GP does not prevent you from seeing any other GP in the practice. Your named GP will not be available at all times and if your needs are urgent, you may need to discuss them with another doctor.	
5.	PMS contract review	

	<p>Dr George Verghese explained the PMS contract review – (Personal Medical Services). The contract is being re-negotiated and funding is essentially being reduced in all areas by NHS England. Practices are finding it difficult to cope with reduced funding and rising patient list sizes and Waterloo Health Centre is trying to find new ways to operate, in line with the reduction to the practice funding. The practices are awaiting the new contract, which was expected on the 1st April, however, negotiations are still taking place and this is somewhat delayed. Further information will be relayed at the next PPG meeting.</p>	
<p>6.</p>	<p>Carers Carers can range from formal support for a relative, through to providing informal support for a neighbour. Please let the practice know that you are a Carer and we will note this in your records. We know that being a carer means that sometimes your own health can take second place so it's important for us to know so we can give additional support. Carers Hub Lambeth is an organisation dedicated to supporting all forms of carers in the Lambeth area. Further information is available at http://carershub.org.uk</p>	
<p>7.</p>	<p>Friends and Family Test (FFT) Thank you for filling in our Friends and Family FFT forms. We are always happy to receive all feedback to continue to improve our services. Please also post your feedback on NHS choices comments at NHS choices www.nhs.uk/Services/GP/Overview</p>	
<p>8.</p>	<p>Date of Next Meeting: Waterloo Health Centre - To be advised in due course.</p> <p>PPG Local Wider North Lambeth Network meetings are held at 6pm to 8pm registration at 5.45 at 336 Brixton Road, SW9 7AA. The next meeting is on the 20th April 2016. Please inform contact lppgnetwork@outlook.com if you wish to attend any of the next meetings as below::</p> <p>23 June 2016 19 September 2016 17 November 2016 05 February 2017</p> <p>Rona Sian Practice Business Manager WATERLOO HEALTH CENTRE</p>	