**PRACTICE PARTICIPATION MEETING MINUTES**

**Monday 21st January 2019**

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| **Name**  | **Initials** | **Attended** | **Apology** |
| Gill Wright (PM) | GW | BD21301_ |  |
| Eileen Day (Reception/Admin) | ED | BD21301_ |  |
| Brenda Bartlett (Patient) | BB |  | BD21301_ |
| Rebecca Clark (Patient) - Chair | RC | BD21301_ |  |
| Brenda Potter (Patient) | BP |  | BD21301_ |
| Roger Sweet (Patient)  | RS | BD21301_ |  |
| Zena-Marie Sherman (Patient) - Secretary | ZS |  BD21301_ |  |
| Lara Akpojiyovwi (Patient) | LA |  | BD21301_ |
| Judith Bryan (Patient) | JB |  |  BD21301_ |
| Nicola Clark (Patient) | NC |  | BD21301_ |
| Kenneth Smith (Patient) | KS |  | BD21301_ |
| David Smith (Patient) | DS |  | BD21301_ |
| Ian Parkin (Patient) | IP |  | BD21301_ |

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| **No.** | **Item** |
| **1** |  **Welcome & Apologies*** As noted above
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| **2** | Minutes of the last meeting agreed as accurate. Copies emailed and given to group. |
| **3** | No actions from last meeting |
| **4** | **Accu Rx Chain SMS – Text Messaging Service*** GW explained to the group that the Chain SMS is a system which allows the practice to easily send text messages to patients. It means we can be much more proactive about some communications, messaging you quickly and securely, so you are not waiting around to hear from the surgery. The doctors have been finding this a very useful tool for sending advice or responding to simple queries. The reception have been using for appointment reminders.
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| **5** |  **Access Model – Review of on the day requests*** GW discussed with the group that we are reviewing how we deal with on the day telephone requests. This is because all doctors are spending so much time on telephone calls that it is getting unmanageable.
* Only one doctor on the day will deal with all the phone call requests. This will be the duty doctor of the day who will triage all calls and make the clinical decisions.
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| **6** | **Merger Update/ Staff Changes** A meeting between the practice and the CCG is still to be made to review our current  position regarding the merger. Dr Lily Topham has returned from maternity leave. |
| **7** | **Commissioning Update*** Main item on the agenda was Commissioning Intentions for 2019/20. Focus is on Community Based Care (CBC) & Bridges to Health & Wellbeing as discussed. CBC will be delivered via the Local Care Networks and Neighbourhoods – ours is the Borough Neighbourhood. The Prevention aspect of the CBC will be on the Vital 5 – the standardised, routine recording and clinical measure of these five measures for all Southwark patients;
	+ BP – to reduce stroke and heart attacks
	+ Obesity – to reduce Diabetes and other comorbidities through BMI recording
	+ Mental Health –
	+ Alcohol Intake –
	+ Smoking Habits –
	+ Other item of discussion was the new Diabetes Book & Learn initiative – all 12 South London CCGs are collaborating. There will be standardised course types available and patients can attend in different locations as suits their needs. Centralised booking service which has gone live from 1st October for Type 2 DM courses. NHSE has funded for 3 years and CCGs will fund thereafter. Patients will also be able to self-refer for Type2 DM.
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| **8** |  **NAPP** Bulletin/Virtual PPG Group The latest NAPP bulletin and was given to PPG members.  The E-bulletin for December was distributed to the group. All previous bulletins can  be found at the following website: [http://www.napp.org.uk/latestebulletins.html](https://web.nhs.net/OWA/redir.aspx?SURL=m8Ij5U_sYu9dgwHns61yifMLMfwjO3A3UdFYBnki3inh4BOajjrSCGgAdAB0AHAAOgAvAC8AdwB3AHcALgBuAGEAcABwAC4AbwByAGcALgB1AGsALwBsAGEAdABlAHMAdABlAGIAdQBsAGwAZQB0AGkAbgBzAC4AaAB0AG0AbAA.&URL=http%3a%2f%2fwww.napp.org.uk%2flatestebulletins.html) RC is checking with NAPP on how to start up a Blackfriars Virtual Group. Would like to set up a questionnaire on surveymonkey. |
| **9** | * **Patient feedback**
* **FFT in November = 80 responses; 56 extremely likely; 29 likely; 1 neither likely or unlikely, 3 Unlikely, 0 extremely unlikely, 1 Don’t know**
* **FFT in December = 55 responses; 41 extremely likely; 8 likely; 0 neither likely or unlikely, 1 extremely unlikely, 5 Unlikely, 0 don’t know**
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| **10** | **Flu Clinic Update**The practice is currently standing at 67% for the >65 vaccinated so far.  |
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**Proposed Date of next meeting:– Monday 11th March 2019**