

# Kingsmead Healthcare



## KINGSMEAD HEALTHCARE PATIENT PARTICIPATION GROUP Agenda & Minutes 4 December 2019

### Agenda

1. Present & Apologies For Absence
2. Minutes of the Last Meeting & Matters Arising
3. Friends & Family Test Results
4. Updates on Ongoing Work Strands
5. New Work Strands – Patient Driven Initiatives
6. Patient Suggestions
7. News from the Practice
  - City & Hackney Practice Network
  - City & Hackney CCG & GP Confederation
  - Department of Health & NHS England
8. Out of Hours Service
9. Staff Updates
10. Pharmacy Updates
11. Any Other Business
12. Date of Next Meeting

### Minutes

1. Present: Mrs. C. M (Chairperson)  
Mrs. B. M  
Mr. S. M  
Mrs. S H-W  
Mr. P W  
Mrs. S S  
Mr D S  
Miss S K  
Dr. G R A  
Dr. J A  
Dr A C-C

Apologies for Absence: None received

The chairperson welcomed all members of the Kingsmead PPG Meeting.

### 2. Minutes of the Last Meeting & Matters Arising

The minutes of the last meeting dated 11 September 2019 were reviewed and accepted as a true reflection of the proceedings. These were signed off by the chairperson.

### **3. Friends & Family Test Results**

The monthly data from the FFT (Friends & Family Test) continues to be strongly upbeat, reflecting a very positive perception of the Practice and its services. This is amply reflected in the numerous positive comments being received through the iPlato text message survey and it is heartening to read the comments.

The FFT responses for the months June, July and August 2019 were as follows:

	Extremely Likely	Likely	Neither	Unlikely
Sep	31	18	3	1
Oct	26	13	3	4
Nov	56	39	0	1

The PPG felt it was praiseworthy that even with the substantial increase in the number of respondents, the comments were supportive of the services, reflecting its patient-centred approach. The use of iPlato, which sends out the survey automatically with every text, was a time tested way of seeking impromptu opinion from service users.

### **4. Updates on Ongoing Work Strands**

The PPG approved the use of funds made available by the CCE to have the Practice painted and decorated. There were two tranches of payments received and both will be used to make the Practice a more welcoming service centre. The first phase of the work will be carried out in the next few weeks, with a second phase by March 31, 2020.

The Practice representatives, Mrs. Hogan – Walsh and Mr. Patrick Walsh continue to engage with any community based events (Community Voice) and provide feedback.

### **5. New Work Strands – Patient Driven Initiatives**

As per the 2019-20 list

### **6. Patient Suggestions**

None Received

### **7. News from the Practice**

City & Hackney Practice Network  
City & Hackney CCG & GP Confederation  
Department of Health & NHS England

#### **Out of Hours Service**

Nothing new to report

### **8. Staff Updates**

The Practice has qualified to become a teaching Practice under the stewardship of Dr. Anchal Chopra. We are currently awaiting allocation of trainees.

## **9. Pharmacy Updates**

Nothing new to report

## **10. Any Other Business**

Nil

## **11. Date of Next Meeting**

18 March 2020 at 1.00 PM Kingsmead Medical Centre

Patients are encouraged to attend. Notices for the meeting date will be posted on the website, in the newsletter and in the waiting area.