**PPG Meeting Minutes 13th May, 2019**

**Present: WY, FB, GJ, SG, IS, PM-B, SR, KR**

1. **VM Update**

FB gave a brief update, reiterating the timelines. Reminded the group that we started pre engagement nearly 1 year ago in February 2018, and since then the proposed moved has been subject to delays from Cadogan estates. She explained that the ETTF grant was centrally funded from NHS England and was time lined to be used in 2 years, and it has been withdrawn. The CCG has put in another application for less funding for a smaller scale redevelopment based on just housing the practice. This will potentially be the first phase of the work allowing the practice to move sooner rather than wait for the total redevelopment of the site.

Action: WY to invite Kate Brady (CCG Estates manager to next meeting).

1. **ECHWC**

The company holding the contract for Earls Court Health and Wellbeing Centre has given notice, and their contract will finish in March 2020. The CCG have asked for expressions of interest in space as well as inviting tenders for the contract. For Redcliffe this could offer an opportunity for SW5 patients to be seen there if the move goes ahead. GJ pointed out that there will be no change to local bus routes to VM. A few members of the group asked about alternative sites like: Chelsea Police station, Lukan Place and World End. We have been assured by the CCG that all potential sites had been explored, and VM is still the best opportunity to house the practice and develop and integrated hub. The group agreed that expressing an interest in space would be a good idea for the patients who lived around Earls Court.

Action: Practice to express an interest in space at ECHWC.

1. **Carers**

WY discussed there was a CCG Commissioning Intention to have 1.8% of patients identified as unpaid carers. The practice had been struggling to meet this target with around 1% identified, and asked for any ideas from the group. The group suggested promotion on TV screen in waiting room, article in the next newsletter, and a Kitchener style poster. We did discuss the challenge of identifying younger carers, and carers who actually don’t identify themselves as carers. It was suggested that we could work with schools?

Action: WY to feedback on progress at next meeting.

1. **Primary Care Networks**

FB gave an overview of the network we are a member of. The practice is in a network of 7 other practices: Stanhope Mews, Emperor’s Gate, The Chelsea Practice, Abingdon MC, Scarsdale MC, The Good practice and the Royal Hospital Chelsea. There are 5 proposed networks in West London at the moment pending approval. The plan is to work more closely with neighbouring practices as well as local providers. We discussed that we were currently South K&C but the other network in the south is called K&C South! The group suggested ‘The Boltons’ or ‘Brompton’.

Action: WY and FB to feed this back at the next PCN meeting.

1. **NHS Choice’s Feedback**

WY introduced NHS Choices to the group, and explained it was a website that enabled patients to give feedback on the practice. The feedback was either very positive or extremely negative, and most negative feedback was anonymous. WY asked the group about any potential suggestions to help encourage patients to leave positive feedback. It was suggested that we could use the smiley face or sad face system adopted by many retail outlets, but we have something similar with the Friends and Family Test. SG mentioned that at his last practice he used a tablet and encouraged patients to provide feedback in the waiting room, as it can be complicated to navigate the website.

Action: SG to explore using a tablet/laptop in reception.

**AOB**

**SR reminded the group there would be a second coffee afternoon focused on dementia on 22nd May.**

Date of next meeting 22nd July at 6pm.