

Notes from the Jenner Practice Patient Group meeting.

Date: Tuesday 19th March 2013
 Time: 6.30 – 8pm
 Venue: The Jenner Practice
 Present: 11 Patients (NS, NR, BR, MN, HW, PC, GH, AB, MG, RC & PC)
 3 Staff, Jeanette Garforth – Practice Manager
 Andrew Warsop - General Practitioner
 IT Manager - Paul Chapman
 Marc Rowland – General Practitioner - CCG

Notes & Action Points

Topic	Discussion	Action Points
Clinical Commissioning Group	<p>Dr Marc Rowland attended the meeting to talk to us about the Clinical Commissioning Group (CCG) He covered areas such as neighbourhoods, how the group was originally set up, how it functions, membership and their role and new responsibilities after April 1st.</p> <p>The group discussed how it will work from April and what new developments are in the pipeline. Marc gave an example of a scheme which has been developed between Lewisham CCG, Lambeth CCG, Guy's and St Thomas', King's College Hospital and the Local Optical Committee.</p> <p>Patients will be able to go to an optician for minor eye problems and can access the service directly or through GP referral. Should a subsequent hospital appointment be necessary, participating optometrists will be able to refer to the hospital directly instead of back to the GP.</p> <p>The group also discussed issues around making contact with district nursing and social services. Marc talked about a pilot project starting in North Lewisham where contact will be made to one central number who will then contact all appropriate services needed for that patient/carer.</p> <p>The group were very keen for Marc to attend the PPG on a regular basis to update them on future developments.</p>	<p>Marc Rowland to attend future meetings</p>
Patient Survey	<p>We discussed the recent patient survey at the Jenner.</p> <p>Dr Andrew Warsop spoke about the themes that had emerged from the comments made by patients and gave some examples of the comments received.</p> <p>We then discussed the actual results of the survey include the response rates and the methods used to ensure that it was as widely distributed as possible.</p> <p>It was the agreed that Paul Chapman would email the survey results to the group members for them to comment and feedback on what they feel should be the priorities for the practice to address.</p>	<p>Paul Chapman to email survey results to the patient group.</p> <p>Patient group to feedback comments and priorities to be addressed.</p>

<p>Date of next meeting</p>	<p>Tuesday 11th June 2013 6.30 – 8pm</p> <p>We wondered after the meeting if you think it would be useful to meet every other month so that we can get to know each other better, and have more time to work together and make a difference for patients using The Jenner Practice?</p> <p>We also wondered if you would prefer to meeting a little earlier say 5pm, 5.30 or 6pm.</p>	<p>Patient Group to respond to suggestions.</p>
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