

**Healthy Living Group Minutes from the meeting held on 10 December 2014  
(Drinks and healthy nibbles were available to celebrate Christmas)**

**Present:**

UG, GE, SB, IO, BP, BH and Mandy Neville

**Apologies**

AG, JA, WD, PD, SR, DO and Clair Liversidge

**Friends and Family Test**

Mandy explained that the practice had decided to you a company called I WANT GREAT CARE to co-ordinate the Friends and Family Test. They collate the responses (either online or via the questionnaires) and provide figures for the practice to use to submit to NHS England. Although the scheme started in December, the figures do not need submitting until the beginning of February. Feedback so far has been quite positive but Mandy will bring results to the meeting when they are available.

**New Doctor – Hannah Prosser**

Hannah joined the practice on 5 November as a salaried GP. She has taken on the hours of Karine Nohr. Hannah popped into the meeting to introduce herself.

**Foxhill Forum**

Mandy reminded everyone about the newly refurbished Foxhill Forum site on Wolfe Road. She had attended the open day on 28 November, David Blunkett did the official opening. There is a healthy eating café, new IT suite, extensive accommodation for groups and classes and they now have a lift installed.

**Newsletter Delay**

Mandy apologised for the delay in producing the newsletter and hoped to have a draft for the next meeting.

**Dementia Enhanced Service**

Many of those present had heard about the controversial scheme where practices are paid for identifying patients with Dementia. Mandy confirmed that the practice had not signed up to the scheme and UG asked if it was ok for those present to share that information. Mandy agreed that it was in order and explained that the Doctors were unhappy with the scheme and therefore didn't want to be involved in it. The practice will of course still diagnose and support patients with dementia.

**Care Quality Commission**

Mandy told the group a little about the Care Quality Commission involvement in General Practice. It is envisaged that every practice in the nation will be visited within the next two years. The inspectors give the practice two weeks' notice if it's a routine visit. If there is a concern they can just turn up to inspect. They CQC team will expect to be able to talk to staff and patients when they are here and also want to look at the various procedures adopted to ensure that patient care is at the appropriate

standard and that training and management of the practice is up to scratch. They generally look at five areas:

- Are they safe?
- Are they effective?
- Are they caring
- Are they responsive to patient's needs?
- Are they well led?

They will want to look at the quality of care for six population groups:

- Older people
- People with Long Term conditions
- Families, children and young people
- Working age people
- People whose circumstances may make them vulnerable
- People experiencing poor mental health (including people with dementia)

#### **Shaun from Chaucer Gym**

Colette and Clair came in at the end of the meeting to introduce Shaun from the Chaucer Gym. The gym is open to the public, all new attendees would need an induction with a member of staff. People can self-refer.

#### **Patient Participation Action Plan**

Appointment access seems to be a problem (here and nationally). The staff are experiencing grumbles on the phone and face to face. Agreed we need to look at this and prepare a plan of action. Last year telephones were raised in the patient survey so we agreed we should increase online access to free up the telephones.

**NEXT MEETING**  
**THURSDAY 5<sup>TH</sup> February at 11.30**  
**(Rearranged from 29 January as room booked)**