**MINUTES: ELM PRACTICE PATIENT PARTICIPATION GROUP**

**DATE: Meeting on Wednesday 15th June 2016**

**PRESENT: MG PM, WG receptionist**

**PPG Members: XXXXXXXXXXXXXXXXXXXXXXXXXXX**

**APOLOGIES: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXX**

CQC Visit

* Elm Practice CQC took place on 19.1.2016.
* Elm Practice would like to thank PPG members that was available to represent the practice
* Elm Practice rating overall was good.
* This means that CQC rated Elm Practice as being
	+ Effective,
	+ Caring,
	+ Responsive,
	+ Well-led.
* However CQC says that Elm Practice requires improvement in the safe rating.
* CQC felt that Elm Practice didn’t document incidents in a timely manner. Following CQC feedback Elm Practice has now put in place new ‘significant event’ policies. All significant events are reported immediately to NHS England via the incident reporting website.
* Elm Practice was also challenged about systems regarding fire safety and infection control. MG explained to the group that Elm Practice are tenents in a rented building. The practice rents space from Homerton Property Services. Together Elm Practice and Homerton Property Services have put in place new fire safey plans. These plans include, undertaking regular fire drills, carrying out annual fire risk assessments, continue to ensure that Fire Marshall’s carryout regular training. Plus ALL practice must complete annual fire safety on-line training.
* CQC also recommended that Elm Practice carry out an infection control audit. The Practice Nurse and Practice Manager are currently along with Homerton Infection Control team arranging a meeting.
* New Practice Nurse
* Joan Nielsen started working at Elm Practice in April 2016.
* Elm Practice will no longer be holding phlebotomy clinics. Patients can be seen at one of the local phlebotomy hubs, John Scott phlebotomy clinic or at Homerton Hospital.

On-Line Patient Access

* Patients can book their appointments, check their allergy list and order repeat prescriptions on-line.
* Patients can sign-up using the link on the practice website [www.elmpractice](http://www.elmpractice)

Pulse Magazine

* Copy of Pulse Spring 2016 magazine distributed to all group members.
* Copies of magazine left in waiting room.
* Copy of Pulse magazine published on Practice Website

Public Meeting

* City and Hackney's health and care goes local: a community conversation
* Date: 28 Jun 2016 - 18:00 to 21:00
* Location: St. Joseph's Hospice Mare Street E8 4SA London

Date of Next Practice Meeting TBC