

## Healthwatch Kingston upon Thames

Primary Care & Community Services Task Group Meeting  
Thursday 18<sup>th</sup> September 2014 10:00am-12:00pm  
At the Healthwatch Meeting Room

**Present:**

Nigel Spalding	NS	Jenny Pitt (Acting Chair)	JP
Keith Bullard	KB	Sophie Bird	SB
Clare Jefferies	CJ	Jo Clarke	JC
Maurice McCullough	MM		
Jo Boxer	JB		

ITEM		Action
1.	<b>Welcome and Apologies</b> JP, as Acting Chair, welcomed the Primary Care & Community Services Task Group members. Apologies were accepted from Linda Webb.	
2.	<b>Notes of the Last Meeting</b> NS agreed the accuracy of the last Minutes.	
3.	<b>Better Care Fund/Programme</b> MM provided feedback from a recent meeting with the Better Care Programme. Friday 19 <sup>th</sup> September is the final submission to NHS England. He will discuss this matter at the next Task Group meeting.	
4.	<b>GP Research</b> JP will circulate to the Task Group the research from Healthwatch Luton which extensively surveyed GPs and Health Centres in their area. There was some discussion around Patient Groups, and their effectiveness, which was dependent upon the community and GP involvement. JB said GPs were being monitored on how many of their patients 'bounced back and forth' to hospital, and whose level of care therefore needed reviewing. There was also discussion of the over 75s having their own named GP.	JP
4.	<b>Care Homes and Agencies in Kingston</b> NS said it was important to know what the Task Group is looking for and when we visit places. How do people make their care home choices? CJ said that there are 3 agencies contracted by RBK and they offer cheap care only. CJ gave a personal overview of the standards of care in care homes, and the quality of care agencies. CJ agreed to email HWK with the results of her own investigations into the standards of local Care Homes in Kingston. NS said the current priority of this Task Group was on the service users, the caring profession staff and the operation of care agencies. It was agreed that there should be liaison with other health agencies in the community, to prevent any doubling up of work. It was agreed that initially, the work was to focus on gathering an overview of the care situation in Kingston, with feedback from different community bodies, as well as users. HWK is to approach the following people/agencies to attend our next meeting, when they can provide their feedback, valuable insights and help plan engagement about care:-  <ul style="list-style-type: none"> <li>• Kate Dudley, of the Kingston Carers Network (KCN), and Ann MacFarlane</li> </ul>	CJ

