

Spa Medical Patient Participation Group

Minutes of then meeting held at 6:00pm on 19 May 2016.

Present:

PPG. Margaret Webby; Chair (MW), Reverend Gwendydd Askew. (GA) Sandie Smith (SS).

Spa Medical Practice. Dr. Anthony Kelly. Lynnette Taplin, (LMT) Joy Smith (JES).

Apologies: Samantha Lewis, Peter Pinfield (PP), Janet Smith (JS), Lorna Tucker (LT) John Terry, (JT) Ronald Reed (RR),

Speaker.: Christine Searl, Worcestershire Association of Carers. gave an interesting talk about recent changes and developments within the association. She spoke about the referral system to get help and support from them. GP and other professional make referrals but self referral is also available. All information is available on the website. <http://www.carersworcs.org.uk> this is well worth a visit.

Actions brought forward from the last meeting.

PPG Survey, need to consider repeating this, Action for next meeting.

N.A.P.P week in June, no decision made.

The Arthritis Event. June 16th. The Methodist Church has been booked, LT and MW visited this venue and The Heritage Centre, both were suitable but the Church has an overhead projector and computer, also the chairs are readily set out. There is also a reception area where refreshments can be provided/. The parking is adequate. MW, LT and LMT will meet with Becky Morgan-Smith, Mr. Aslam's PA to firm up arrangements for publicity etc.

Posters will be circulated by MW, SS, LT and GA. Also Ms Morgan-Smith will circulate to Mr. Aslam's patients. MW has asked Tom Grove to circulate to the wider network in South Worcestershire. He has also offered to organise a press release.

SS/MW/LT will meet at 6:00pm, Refreshments to be offered and the meeting to start at 7:00pm.

New member badges.: LMT advised these are now available with lanyards and she will bring to Arthritis Event.

Speakers and Events.

As above, no other speakers invited at this time . Action for next meeting.

PPG Network meeting. (MW)

A talk was given by Remya Rajendren Health: Improvement Co-ordinator, Public Health, County Council about digital inclusion, and the need to get "everyone" to feel comfortable using the internet, more information about this can be found on the local authority website .

MW had been told of a useful App. Available on I Tunes which detailed all NHS Acronyms.

MW reminded members to complete the Survey “Shaping the Future of our healthcare services”, this has been sent to members by MW and is available on the SWCCG website. Dr. Kelly spoke of the difficult funding issues and choices facing all Clinical Commissioning Groups (CCGs) and the decision made by South Worcestershire CCG (SWCCG) to ask residents what their feelings would be about decisions to be made in the future.

Practice issues/changes.

Failed appointments

This issue had been raised at the Network meeting, MW said that some Practices in South Worcestershire were discussing whether to take measures to address this. One surgery was considering making a patient who had failed 3 appointments arrive 30 minutes before their appointment to ensure their attendance. Members present felt uncomfortable about this approach and Dr. Kelly said failed appointments were not seen as an issue with Spa Medical.

Ipsos MORI Survey of GP service. (<https://gp-patient.co.uk/faq>). This had been discussed at the Network Meeting all present at that meeting were concerned as they had not been asked for their views. MW suggested the results together with the PPG Survey should be looked at together when planning the next PPG Survey. Both have similar results. Action for next meeting.

Dr. Kelly advised that the (CQC) Care Quality Commission would be visiting the Practice soon to carry out their inspection and the PPG would be approached for feedback and views. .

Clinical Contact Centre: www.southworcestershiregpservices.nhs.uk . for more information about this service . JES explained the service had been extended to August 2016, an application has been made for further funding but depending on the amount there might need to be changes in the way the service is provided.

Clinical Pharmacist Appointment: The clinical pharmacist employed in Spa is Mohammed Jivraj. Mohammed is working in Spa on Mondays, Tuesdays and Wednesdays each week and will shortly be conducting chronic disease management clinics to support the nursing team. (Details of this role are attached.).

Any other business

MW advised she is unavailable for August and September meetings. It was suggested August be cancelled and September be held on 22nd the 4th week of the month. Action for next meeting.

Next meeting is at 6:00pm on 21st July 2016. Please send apologies to Margaret Webby.