

Patient Participation Group Meeting (PPG)

Minutes

Meeting held on Thursday 22 September 2016.

In attendance:

PPG Members, –, Margaret Webby (MW) – Chair- Minute Taker, Rev. Gwendydd Askew. (GA) Peter Pinfield (PP), Sandie Smith (SS),

Spa Medical Practice. - Joy Smith (JES) – Business Manager. Dr Susanna Panton, GP/Partner.

Apologies:. Samantha Lewis (SL), Janet Smith (JS), Ronald Reed (RR), Lorna Tucker (LT) Lynnette Taplin (LT).

Item	Discussion point	Action
1.	The minutes from the previous meeting were read and agreed.	ALL
2.	<p>Matters arising from the previous meeting.</p> <p><u>PPG Survey of Patients</u> – these will be discussed at next meeting.</p> <p><u>Practice “Mission Statement”</u>, JES said this had been discussed by Partners as part of the CQC preparation and it was decided that a short strap line was more in keeping</p> <p>“The Spa Medical Practice – Personal, Accessible, Caring“</p> <p>This is now displayed on the website and waiting room information screens.</p> <p>Bereavement Support South Worcestershire. MW had spoken to Jane Broom at this service, she had sent flyers for the waiting room and said that information about this service is available on their website. Adult bereavement support is available to anyone registered to a South Worcestershire GP. This could be one to one, telephone or in a group. Children, young people and family bereavement support is also available, either individually or within group settings.</p> <p>www.BereavementSupportWorcestershire.org.uk. There is a link on the site for professionals to access information about referrals.</p> <p>This information is now on the practice website under “In times of bereavement”</p> <p><u>MP Visit to locality PPGs</u>. This far there has not been any feedback from Nigel Huddleston’s visit on 7 April 2016. Mike Lamsden, Chair Salter’s PPG is arranging another meeting, JES offered the use of a room in the Practice. MW will advise.</p>	<p>ALL.</p> <p>MW</p>

3	<p>Salfest feedback.</p> <p>JES said the location for the Practice stall in St. Andrew's Square had been much better than last years but the weather had been a problem and this had affected the number of visitors. PP had been nearby with Healthwatch stall and felt it had still been worthwhile in promoting the service. JES said it needs to be rethought next year given expense and time involved.</p>	
4	<p>Flu Clinics.</p> <p>These are now arranged; JES gave dates to MW who will contact members for their support. MW asked if support is needed for afternoon clinics as these seemed to flow well last year and members felt not needed except for Saturday clinics. MW and JES will liaise with Ann Maxwell about this and dates of Saturday clinics.</p>	JES/MW
5	<p>Friends and Family August 2016.</p> <p>The responses from patients had been mainly positive Both positive and negative comments from FFT together with PPG Survey will be part of 2017 PPG Survey.</p>	
6	<p>Care Quality Commission (CQC) visit.</p> <p>This had taken place on 20th September; Dr Panton gave a brief feedback to members. She explained the full report will not be available for 2 months but it seemed to be mainly positive. Some positive things mentioned had been the personal care, engagement with patients, very safe in terms of care of patients, staff and the environment. Co-operation between other locality practices, the building and accessibility had all been mentioned positively. There had been suggestions for some improvements and JES and Dr Panton explained there had been an audit of delays in waiting to see a GP whilst in surgery and actions drawn from this had been put in place.</p> <p>PP and MW had spent time with the CQC to explain the role of the PPG and the relationship between the practice and the PPG.</p>	
7	<p>Any other business.</p> <p>GA raised the important issue of wheelchair access for patients arriving by car. JES explained that there are parking bays for patients with disabilities at the entrance to the Surgery car park. These are outside of the barriers. JES will ensure this information is put on the screens in the waiting room.</p> <p>A discussion took place about prescriptions and the costs incurred with repeat prescriptions if all requested and then not used. Dr Panton explained that sometime the pharmacies request prescriptions on behalf of the patient, but the GPs are careful to check them keeping in mind</p>	JES

	the patient's needs. The cost of prescriptions is an on-going issue but Worcestershire is lower than the national average.	
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Next meeting will be held at 6:00pm on 17 November 2016.