

Patient Participation Group Meeting (PPG)

Minutes

Meeting held on Thursday 17 April 2014

In attendance:

PPG Members, –, Frank Saunders (FS)- Chair, John Egan (JE). Margaret Webby (MW) – Secretary - Minute Taker, Judy Balls (JB). Peter Barnes (PB). Teresa Harrison (TH). Peter Pinfield (PP), Ronald Reed (RR),

Spa Medical Practice. - Lynette Taplin (LT) – Operations Manager

Apologies: Simon Collett (SC), John Terry (JT) .Paul Crawford (PC), Phil Moorhouse (PM). Joy Smith (JS) – Business Manager.

| Item | Discussion point   | Action   |
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| 1.   | <p><b>The minutes from the previous meeting were read and agreed.</b></p> <p>MW advised AT has decided to resign from the PPG.</p>   | ALL  |
| 2.   | <p><b>Matters arising from the previous meeting.</b></p> <p><u>Prescription delays.</u> LT had checked this and suggested that this could be related to those times when staff other than the dedicated staff member was not involved. LT will be monitoring this and advised the practice will be moving towards electronic prescribing.</p> <p><u>Identity Badges.</u> MW has sent JS the list of those members who need PPG identity Badges.</p> <p><u>Sight Concern Awareness Training.</u> MW advised the date has been set for 14 May, to take place in the waiting room, 7:00pm start. MW will liaise with Adam Grove and Helen Perry SWCCG. FS/JE will contact other Droitwich locality PPG Chairs. PP will attend to represent Healthwatch. FS suggested we provide refreshments. MW will forward details to members when finalised.</p> <p><u>Wheelchair availability</u> for patients: a notice in the Waiting Room remains to be outstanding. LT will action this.</p> <p><u>Newsletter.</u> TH and LT will meet to process, MW was asked to provide a brief outline of procedure when choosing/deciding on Care/Residential Homes. MW agreed to look for websites that provide this information. LT will provide Health Awareness promotions to be added to newsletter. Information about opening times, GP telephone consultation, and NHS Health checks to be included.</p> <p><u>Droitwich Pharmacy.</u> JS has met with the managers of Droitwich</p> | <p>MW/FS/JE</p> <p>LT</p> <p>LT/TH</p> <p>MW</p> |

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|    | Pharmacy who have offered to come to a PPG meeting, they are keen to listen and welcome feedback about their service. MW will Email JE with the contact Email for the manager.   | MW    |
| 3  | <p><b>2014 Practice Survey.</b></p> <p>The report is now available on the website. LT advised that there were 222 returned which is not a big return and there is a need to change our approach this next year to ensure a larger response. The survey will be sent to the members of the PRG and it was suggested we would look at a longer period of handing out to patients.</p> <p>The results were positive overall but some issues have arisen which will be looked into. . PP pointed out that although a small sample it is important to remember the results were positive. In respect of the issue of the patients name being called for their appointment as well as being shown on the screen, 90% of those who responded indicated they would prefer their name was not called out. .</p> |       |
| 4  | <p><b>Patient Reference Group.</b></p> <p>Members were advised there needs a member to take responsibility for the PRG, to keep the members up to date and informed. TH agreed to take this on. There are about 100 members of the PRG and it is seen as a positive way for targeting younger patients.</p>  | TH    |
| 5. | <p><b>Treasurer's Report.</b></p> <p>FS reported we have £285 in the bank. Books are being taken from the Waiting Room but unfortunately not being paid for. However members agreed that this service to patients was a positive thing.</p>  |       |
| 6  | <p><b>NHS Continuing Healthcare.</b></p> <p>NHS Continuing Healthcare means a package of care that is arranged and funded solely by the NHS where someone has been found to have a primary health need. Such care is provided to a person aged 18 or over, to meet needs that have arisen as a result of disability, accident or illness. The SWCCG is reviewing existing policies for funding these and has asked for the public's views. Members decided this was an emotive issue that needs more clarification of details and it was agreed that JE would contact Adam Grove at SWCCG for these. MW will forward the relevant Email to JE.</p> <p>This item will be added to the Agenda for May meeting.</p>   | MW/JE |
| 7. | <p><b>Speakers and Events.</b></p> <p>FS advised we have Sylvia Render from Cancer Support coming to speak to members on May 15<sup>th</sup>. Speakers from Onside, Children's</p>   |       |

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|   | <p>Chronic Arthritis and End of Life Planning are also being contacted as possible speakers.</p> <p>It was agreed that JE approach Mr Aslam's secretary with a view to possible dates for an Event this year. This will need the involvement of the other 3 PPGs in the locality and JE and FS will approach the Chairs of these 3 groups.</p>   |       |
| 8 | <p><b>Any other business:</b></p> <p><u>Test Results.</u> RR raised the issue of gaining these results from the practice telephone service. LT explained the process and advised results have to be actioned by the GP before being disclosed to patients who can also ask for a printout of these.</p> <p><u>Hearing Aid batteries.</u> RR expressed his concern about the lack of practice input for meeting the patients' need in respect of batteries. JB advised that the League of Friends at Princess Alexander Hospital would provide these on a no charge basis.</p> <p><u>Acute Services Review.</u> PP reported on the JSR progress, he advised the process is still gong through and will send website link to MW to forward to members who would wish to know more.. He offered to host an Event that would engage with the local community, this would explain what is happening in Health Services locally. Members agreed this would be an excellent idea. PP will contact MW with possible dates and ideas.</p> | PP/MW |

**Next meeting will be held on 15 May 2014.**

**5:30pm Speaker, Sylvia Render. Worcester Cancer Support Group.**

**6:00pm Members meeting.**