

Patient Participation Group Meeting (PPG)

Minutes

Meeting held on Thursday 20 March 2014

In attendance:

PPG Members, –, Frank Saunders (FS)- Chair, Margaret Webby (MW) – Secretary - Minute Taker, Judy Balls (JB). Peter Barnes (PB). Simon Collett (SC), Teresa Harrison (TH). Phil Moorhouse (PM). Peter Pinfield (PP), Ronald Reed (RR), Audrey Taylor (AT),

Spa Medical Practice. - Lynette Taplin (LT) – Operations Manager, Joy Smith (JS) – Business Manager.

Apologies: John Egan (JE). Robert Bogans (RB), John Terry (JT). Paul Crawford (PC),

Item	Discussion point	Action
1.	New members Phil Moorhouse and Audrey Taylor were welcomed to the meeting. MW advised Robert Bogans had resigned due to personal commitments.	ALL
2.	<p>The minutes from the previous meeting were read and agreed, subject to the following.</p> <ul style="list-style-type: none">• PB pointed out an error in February minutes, which had referred to January minutes. It should have read, “a few complained from which it could be assumed the majority of patients were happy to have names called out”. LT suggested we wait for the results of the current survey as this issue is covered within that.• RR raised another issue, which had been covered in January minutes, this referred to wheelchair availability at the surgery, and he suggested a notice should be put up in reception. LT agreed to action this.	LT
3	<p>Matters arising from the previous meeting.</p> <ul style="list-style-type: none">• <u>2014 Practice Survey</u>, LT expressed concern that the response this year had been less than previous years. . LT will send the Survey to members of the Patient Reference Group (PRG). The results will need collating and the report completed by the end of the month. PP and MW offered help. MW and FS handed out Surveys and expressed a need for more clipboards and that a notice be put onto the screen, also MW had learnt that other practices carry out their surveys over a longer period.• <u>The Newsletter</u> – LT advised that this would include statistics that will be of interest to patients i.e. Patients who have stopped	LT

	<p>smoking. TH said there will a list of fact sheets that are available i.e. monitoring services etc. LT asked for members to suggest what else could be included and let her know.</p> <ul style="list-style-type: none"> • <u>Stoma Prescription process.</u> - This issue had been raised by JB at the previous meeting. LT advised that at this practice the patient is not involved as the provider company requests the prescription and then forward the supplies etc. to the patient. This is always a separate prescription for other medication. 	ALL
4	<p>Surgery updates.</p> <p>LT advised that a new telephone system will be installed, it is hoped this will be easier to programme and have a lot more functionality. She asked that if members or their families have any problems with the system to record the date and time and let her know so she could look into why there had been the problem.</p> <p>Members raised other problems with prescription delays and a query about letters from the hospital. LT asked them to provide details and she will check these out and report back to the relevant members.</p> <p>The check-in screen might also be upgraded to include the ability to ask patients questions.</p>	<p>ALL</p> <p>LT</p> <p>LT</p>
5	<p>GP Federation- Stay Well Healthcare.</p> <p>JS gave a detailed outline of this new GP Federation. The following is a brief outline of her presentation.</p> <p>South Worcestershire is leading the way forward in the country and work streams are already being tendered for.</p> <p>Patients will see more and more services from the Acute Trust coming here, these will be more effective and cheaper.</p> <p>SW Healthcare has submitted a bid some of the Prime Minister's £50million Challenge Fund. This will be used to improve access for primary care.</p> <p>Hopefully this will mean more services available locally in Droitwich, longer opening hours at surgeries, using the building for Minor Injuries, and GP cover in A&E.</p> <p>JS will forward update information on this to MW to circulate to members, she also suggested that if members need any further information she would be happy to respond.</p>	JS/MW
6.	Worcestershire 111 update.	

	<p>MW attended the recent PPG Network meeting at which John Cope, PPG Chair for Ombersley Practice reported on his involvement with this project as SWCCG Patient Representative. He had provided a very positive report of excellent results of 11 calls.</p> <p>All existing staff had been retrained since WMAS took over this service. The aim is to answer all calls within 60 seconds with a target of 95% to aim for. They had achieved 97.2% with an average of 5 seconds.</p> <p>MW asked for all members to provide information on any 111 calls they and/or friends and family had made so she can forward these to John Cope. The patient experience is seen as extremely important when looking at results.</p>	ALL/MW
7.	<p>GP Telephone consultations. No concerns expressed by any members present. TH asked about the emergency prescription process that seems lengthy; JS explained the practice procedure is governed by legal guidelines.</p>	
8.	<p>Droitwich Pharmacies update,</p> <p>Some concerns about the service provided by Hinks pharmacy had led members to choosing alternative pharmacies for their prescription repeats. JS reported that the pharmacy has been sold and is now called Droitwich Pharmacy. The two new owners are very keen to change the layout, stock and queuing system. Also the practice will be moving toward electronic prescriptions, the patient will have their repeat prescription transmitted to their chosen pharmacy for their collection. She suggested it would be useful to invite the new owners to a meeting, this was agreed and JS will action this.</p> <p>AT wanted it to be noted that as a patient of sixty years she herself had never had a problem with Hinks Chemist. JS reminded members to always feedback to the practice any problems they experience.</p>	JS
9	<p>Treasurer's Report.</p> <p>FS reported that although books have been taken from the Waiting Room they have not been paid for</p>	
10.	<p>Sight Concern.</p> <p>At the recent PPG Network meeting, attended by MW, Helen Perry had outlined the findings of a recent piece of work carried out by Sight Concern Worcester. This looked at barriers faced by blind and partially sighted people when accessing health services. This concluded that although there are some pockets of good practice there are also areas that create significant barriers to blind and partially sighted people accessing health services and information. Sight Concern would like to take this project forward by involving a patient group in carrying out a</p>	

	<p>study of the patient experience at their Surgery. It was agreed that MW would advise Helen Perry of the group's willingness to be part of such a study. JS advised the Practice would support this.</p>	MW
11.	<p>Any other business.</p> <p>MW will forward to JS the names of those members requiring identity badges.</p> <p>The Summary Care Record and care.data were discussed, patients will be receiving letter from NHS England about this and they will need to decide which medical data, if any they would like to opt -out of being shared. PP stressed there are two parts to this and the need for members to be aware of what they are choosing to opt-out of. www.nhs.uk/caredata and www.hscic.gov.uk/patientconf provide information and a useful leaflet is available on www.optout.care-data.info .</p> <p>PP attended a recent South Worcestershire Diabetic strategy meeting, this was attended by all agencies involved and the aim was clearly that services will be provided more locally and will be in-house. There is a clear aim to refine the pathway for services for patients with diabetes.</p> <p>PP attended a Care Quality Commission meeting. He learnt there would be three streams to inspection of all our services during the next six months. - There is a team of 12 to 15 people carrying out inspections of 1. GP practices and they will include talking to PPGs. 2. Hospitals and 3.Social Care organisations i.e. Residential care and day centres.</p> <p>PP also advised the JSR review of Acute Services has slowed down considerably.</p>	MW

Next meeting will be held on Thursday 15 2014 at 5:30pm.

Speaker: Sylvia Render, Worcester Cancer Support Group.