

Patient Participation Group Meeting (PPG)

Minutes

Meeting held on Thursday 15 May 2014

In attendance:

PPG Members, –, John Egan (JE) - Chair, Frank Saunders (FS), Margaret Webby (MW) – Secretary - Minute Taker, Judy Balls (JB). Peter Barnes (PB). Simon Collett (SC), Teresa Harrison (TH). Phil Moorhouse (PM). Ronald Reed (RR), John Terry (JT).

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

Apologies: Peter Pinfield (PP), Paul Crawford (PC), Joy Smith (JS) – Business Manager.

Speaker: Sylvia Render, Worcester Cancer Support Group.

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>Sight Awareness Event</u>. Those who attended as a very informative evening viewed this. PPG members from Ombersley, Salters, Corbett and De Montfort PPGs had attended. We discussed ways that the information on making the surgery user friendly could be incorporated into the Practice. Attendees had been encouraged to take part in experiencing how patients with sight difficulties can affect them when accessing health services.</p> <p><u>Newsletter</u>: this is in hand with TH/LT.</p> <p><u>Outstanding actions</u>: MW to provide information on accessing Residential and/or Nursing Care Homes. JE to arrange for the Manager of Droitwich Pharmacy to come to a meeting.</p> <p><u>NHS continuing healthcare</u>: JE Emailed Adam Grove without a response.</p>	<p>TH/LT</p> <p>MW</p> <p>JE</p>
3	<p>Speakers and Events.</p> <p>JE and FS met with John Cope, Chair Ombersley PPG, Don Harris Chair Corbett PPG and Mike Lambden Salters PPG but feel there is a need to pursue joint working. JE will attempt another meeting to discuss joint working more, as the event with Mr Aslam needs to be a joint effort</p>	<p>JE</p>

	<p>with support from other PPGs.</p> <p>FS/JE have arranged for speakers from Onside and End of Life Planning to come to September and November meetings.</p>	
4	<p>Practice Survey;</p> <p>It was agreed that given the low take up for this year's survey this needs to be more carefully planned. It was agreed this should take part over a longer period with a clear schedule of members handing these out within the surgery. It is important to plan these for busy periods with more clipboards available. It was discussed whether to hand out at flu clinics but decided not appropriate, as these were "tight" appointment times with patients arriving and leaving within a few minutes.</p>	
5	<p>Charging for GP appointments: this is an issue currently being discussed in the media, concern expressed but needs further clarification.</p>	
6	<p>Training for Emergency situations.</p> <p>LT is aware that this training is offered to staff together with other practices and she will see if this would be available to PPG members.</p>	LT
7	<p>PPG Network meeting. (MW attended as representative for the PPG.).</p> <p>Areas discussed.</p> <p>Risk Stratification: data is used to score patients to identify those patients most at risk to enable GPs to target and create a Care Plan. The aim is to reduce the number of admissions to hospitals by proactively monitoring those most at risk. This is currently being piloted in 3 surgeries. GPs would receive £5 for each of their patients in their practices to provide extra services. Concerns rose at the PPG network meeting centred on patients being concerned about their data being used, and how to ensure that patients could be reassured their data is safe and that they can opt out if they choose. LT advised that the Practice is currently sending letters out to those patients over 75.</p> <p>Patient Transport Services, the criteria for using this is being tightened to ensure a more even and fair service. It appears there is a great reliance on Volunteer organisations but this is uneven across South Worcestershire.</p> <p>SWCCG website, needs suggestions about how to make these more user friendly.</p> <p>MW is happy to provide more information on any of the above.</p>	

8	Treasurer's Report. FS reported the books raised 50P this month.	
9	<p>PPG Recruitment.</p> <p>It was agreed we need a promotion/recruitment drive to increase the PPG membership. MW will forward to JE any poster/leaflets she has. There is still a need for a member to take responsibility for the Virtual Group (PPG) to monitor the Email and respond to PRG members.</p>	
10	<p>Any other business.</p> <p>RR expressed concern that patients are ignoring the request for mobile phones to be turned off. MW expressed the need to be aware that patients could be using their mobiles for listening to music and reading books. Whilst the Wi-Fi is turned off.</p> <p>LT agreed to invite Anne Maxwell to the next meeting to discuss arrangements for the flu clinics.</p>	

Next meeting will be held on 19 June 2014 at. 6:00pm.