

Patient Participation Group Meeting (PPG)

Minutes

Meeting held on Thursday 16 October 2014

In attendance:

PPG Members, –, Chairs Frank Saunders (FS), John Egan (JE). Secretary/minute taker. Margaret Webby (MW) Peter Barnes (PB). Paul Crawford (PC), Teresa Harrison (TH). Peter Pinfield (PP), Ronald Reed (RR), John Terry (JT)

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

Apologies: Judy Balls (JB). Simon Collett (SC),

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> <ul style="list-style-type: none"> • Flu clinic. MW will continue to circulate dates for members to sign up to. More dates have been added. • Patient Survey. LT advised the process for surveying patients' views would be different this year. A Friends and Family test will be carried out by the Practice to be done by end of the year; these will be circulated to patients and to the PRG. (Patient Reference Group). However it would be good for the PPG group to carry out their own surveys, and to do this several times a year. The results could be used within the DES –Action Plan (Directed Enhanced Service-Patient Participation) as discussed at the previous meeting. JE agreed to circulate a brief draft survey to members for their discussion. Members felt this survey should be kept brief and simple (one page) and concentrate on areas about patient safety, understanding and fair treatment. A discussion took place about the various ways that surveys could be carried out ie: Survey Monkey and the costs and implications of using MW agreed to contact members of the PRG for their views. • DES-Action Plan. As discussed above members will be using the patients' views to determine what is important to patients to discuss with the Practice their aims in responding to these views. LT explained Dr Kelly is the Practice lead for complaints and agreed to forward a copy of the 	<p>ALL</p> <p>JE</p> <p>MW</p>

	<p>procedure to JE. It was thought that a clear understanding of this should be available to patients in various ways i.e. website, screen etc. PP suggested this could be made clear on prescriptions. Also this information could be the Newsletter.</p> <ul style="list-style-type: none"> The newsletter was discussed and TH agreed to include information about the PPG and PRG when this was received from MW/JE. 	<p>LT/JE</p> <p>TH/MW/JE</p>
3	<p>Speakers and Events.</p> <p>Progress is being made in the arrangements for the New Cancer Unit Event. Mr Makar, Consultant Urologist has agreed to come to and lead this. The date will be November 21st 6:00 start at the Sacred Heart Community Hall in Droitwich. There is space for 100 attendees. It was agreed to invite local people first and then widen out to others, PPG groups in SWCCG could be offered 2/3 places. There would need to be a checklist kept to ensure places were not over-subscribed and likewise if not enough take-up of places to offer these to other CCG patient groups.</p> <p>A discussion took place about details, and it was agreed that FS/JE/MW/PP/PC would meet on Thursday 23rd at 5:00pm to plan detail for the event. MW will book a room at the Surgery.</p> <p>JE advised he has arranged for Maggie Keeble from the Worcestershire Health and Care NHS Trust to come next month to talk about End of Life Planning. The meeting will start at 5:30pm.</p>	<p>FS/JE/MW/PP/PC</p> <p>MW</p>
4.	<p>Access to Care Records.</p> <p>The CQC (Care Quality Commission) will be inspecting all surgeries and they will have the right to inspect patients' records, This is a national exercise and PP explained that the CQC will start this in Worcestershire in January to inspect all Wyre Forest GP. Patients have a right to refuse but they will need to tell their GP.</p> <p>Information about Care Summary Records etc. is available on the PPG notice board in the waiting room.</p>	
5.	<p>Patient Reference Group. (PRG)</p> <p>MW and LT have now updated the data about this group. We have 110 members. MW will Email members and circulate the Terms of Reference for the PPG, 2014 Practice Survey and the latest minutes of the PPG meeting. Members will be asked for the following: Age, gender, ethnic origin, disabilities or special needs. They will also be asked If they want to join the Face-to-Face patient group or remain a member of the email group? They will be asked</p>	

	to reply to confirm and if not heard from within 2 months their names will be removed from the list.	MW
6.	<p>EMIS- online prescription.</p> <p>It would seem there still remain problems with this system. MW reported that patients who request prescription to be filled at Corbett Pharmacy need to contact Corbett to ask them to collect as this is not automatically done. TH has experienced delay in the prescription being ready for collection by Boots. MW has been advised by LT that the electronic ordering of prescriptions via EMIS will be active in January.</p>	
7	<p>Any other business,</p> <ul style="list-style-type: none"> • The X-Ray Unit within the building has now moved, RR reported he had used this and been satisfied with the service. • RR asked for clarification about the use of hand sanitizer (as reported in the previous minutes. (10). PC explained that these gels do not kill germs they provide a barrier after the hands have been washed. • The Christmas Meal was arranged for Thursday 18th December and FS agreed to book this with the St. Andrews Hotel. 7:00pm. MW will circulate Email asking for names. • PB suggested that flu clinic leaflets should be laminated, as those in reception are looking distinctly shabby. This would mean they could be reused each year. • PP advised members that a new inspection regime is taking place and the Worcestershire Community Trust has been selected; in the new year there will be 70 inspectors that will spend 3 days looking into all aspects of community health services. They will be asking patients and patient groups for their views on the services. PP will forward information about this to MW for circulation to members. • MW offered her apologies for November meeting .PP agreed to take the minutes. 	<p>FS/MW</p> <p>PP/MW</p> <p>PP</p>

Next meeting will be held on Thursday 20 November 2014 at 5: 30pm.

Speaker: Maggie Keeble. End of Life Planning.