

Patient Participation Group Meeting (PPG)

Minutes

Meeting held on Thursday 18 September 2014

In attendance:

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

Spa Medical Practice. - Joy Smith (JS) – Business Manager.

Apologies: Lynnette Taplin (LT) – Operations Manager. Paul Crawford. (PC) John Terry (JT). Simon Collett (SC), Peter Barnes (PB).

Speaker: Cathy Jackson-Read. Director of Operations, Onside Advocacy.

Item	Discussion point	Action
1.	The minutes from the previous meeting were read and agreed.	ALL
2.	Matters arising from the previous meeting. Flu Clinic arrangements. Members offered their availability and MW agreed to update the rota and circulate. Nursing staff vacancies: JS advised there are 2 new healthcare staff which means nursing staff levels are now full.	
3	Speakers and Events. JE advised that a speaker is coming to the November meeting to talk to members about “end of life planning”. JS/FS are currently liaising with Mr Adel Makar, Consultant Urologist to negotiate a date for him to come to Droitwich to talk about the new Cancer Unit at Worcester. PP offered the services of Healthwatch in promoting any event arranged. It was agreed that the Community Hall at the Sacred Heart would be the best venue. MW suggested that Age ~UK and McMillan may be interested in taking part in the Event.	JE/FS/PP
4	Patient Survey. The Survey will be different this year, there will be Friends and Family test and it will be on going throughout the year, the results will be used by the Practice to carry out any changes needed. To be discussed at next meeting.	
5	Direct Enhanced Services (DES).	

	<p>LT had provided information and MW had circulated details of this to members on her behalf. The purpose of the patient participation enhanced services (ES) is to insure patients are involved in decisions about the range, shape and quality of services provided by the Practice. LT has said it is vital that we seek information on the demographic make-up of the patients. We need to think of ways to do this with the Patient Reference Group.</p> <p>As such it was agreed that we should develop an Action Plan and identify 3 key priorities. This was discussed and the following were suggested as possible key priorities.</p> <p>To commit the PPG to work with the practice to analyse the returns of any surveys carried out by the Practice and us.</p> <p>Depending on the recommendations made the PPG will hold the Practice to account e.g. concerns expressed by patients re waiting times for appointments and the need for more reception staff available.</p> <p>To update the website and make it more user friendly.</p> <p>It was agreed to add this item to the Agenda each month to take this forward. MW will add to October agenda as an item needing more in depth discussion with decisions needing to be made.</p>	<p>ALL</p> <p>ALL</p>
6	<p>PPG Network Meeting.</p> <p>Diabetic care within the county had been discussed and concerns expressed about the move to provide cheaper pumps to patients. JS outlined the reasons for this and the huge cost savings that had been made. She reported that there is currently an initiative to change the pathway for diabetic care in Worcestershire.</p>	
7	<p>Saltfest feedback.</p> <p>JS thanked staff for their support of staff on the day, although not as busy as last year the support had been welcomed. Currently the Practice is reviewing its approach to the Salt Day and looking for alternatives.</p>	
8	<p>Patient concerns.</p> <p>Online prescription ordering using EMIS, a patient had expressed concern about the need to provide ID to register and be able to order prescriptions on line. , It was agreed this was an area that will raise issues for some patients and that the Newsletter could be a forum to explain EMIS. Currently patients can use the previous method to order medication but this will cease soon.</p>	

9	Treasurers' Report. FS reported there is £300, and it was agreed to use some of this to finance the Oncology Event being planned.	
10	Any other business. JS expressed concern that the Patient Notice Board in the waiting room was looking "tired"; she suggested members took turns to keep this updated. MW agreed to look into this.	MW

Next meeting will be held on Thursday 16 October 2014 at 5:30pm.