

Patient Participation Group Meeting – Monday 20 August 2012
Ashfurlong Medical Centre at 1.00pm

Present:

Graham Escott, Margaret Escott, Carol Cotterill, Harold Canning, Rachel Perkin, Christine Young, Joy Waterhouse, Gordon Barber, Kathy Caldwell, Romola Showell,
Dr Nigel Speak

Apologies:

Denny Manning, Tom Forrester, Dr Chris Howland, Jackie Elwell,

Matters Arising and Signing of the Minutes:

No matters arising. HC signed minutes from previous meeting as true and accurate account.

NJS – Speaking re CCG:

NJS took time to speak to the group with regards to the current stance on plans for commissioning which will be coming into force in April next year and what this would mean for the Practice. He explained that our practice belonged to a commissioning group called Northeast Birmingham CCG and that Dr Tony Ainsworth, Senior Partner at the Harlequinn Surgery, was the Chairman and that NeBCCG is working towards achieving full authorisation from March/April next year when full commissioning responsibility is to be handed over to CCGs.

He also informed the group of the work he has been doing with regards to referral management through Choose and Book and with Heart of England, being responsible for pioneering referrals for 2 week cancer referrals via Choose and Book which enables patients to go away from their doctors surgery with a date and time for their appointment to see a Consultant. He also explained that the Manor Practice had pioneered the Advice and Guidance tool through Choose and Book and he had had much involvement with this. NJS agreed to give the group another update in a few months time.

KC commented that she thought NJS's talk was very informative. GE asked NJS what his own thoughts were on the current changes. NJS admitted that he felt changes were needed but he was concerned as the PCT have lost some good staff during the fragmentation period .

Feedback on Patient Involvement

Both HC and GB spoke with regards to their attendance at the CCG Through Link Meeting. This is the second meeting they have attended. Both thought the meeting was very poor and unproductive. They once again found that the meeting was attended by patients who all had gripes with regards to personal experiences. Both HC and GB felt that the doctors who were representing the CCG had no public speaking experience. They both felt that they came away from the meeting not having learned much. CC thanked them both for attending.

Feedback from Practice:

CC informed group of Dr Howland's little baby girl, Eva.

CC informed group that all Practices by April will need CQC status (Care Quality Commission). She explained that this meant a vast amount of work for both her and the Practice in order to gain this status. This status is already present in a lot of healthcare settings, for example, Sutton Medical Consulting, Dental Surgeries etc. She explained that there are many different protocols (over 900) and there are 28 outcomes that the surgery has to meet. One of the outcomes involves PPG (Patient Participation Groups) and states that the PPG must have a constitution. CC handed around an example of a constitution. The members of the group are to take them away for perusal and to be ratified at the next meeting.

Health Awareness Day:

KC advised group that she would e mail the Observer again with regards to their article and mention the banner. RP to take photo and send via e mail to KC.

CC advised group that the banner had now been displayed, both at the front of the building and at the side of the building (Tamworth Road). CC also advised that she had hired 8 tables (4ft by 30ins).

GB to draw plan of the layout of the tables. CC to try and find plan of the waiting room.

The following plan of tables would be used:

Table 1: Breast Friends / Breakthrough

Table 2: Prostate / Breatheasy

Table 3: Parkinson's / Dyslexia

Table 4: Move it or Lose It / Osteoporosis

Table 5: Diabetes / Smoking Lifestyle

Table 6: SMC

Table 7: Chronic Fatigue Support

Table 8: Feedback Table

CC to organise a box for feedback forms and pens.

It was agreed that members of the group would hand out the feedback forms to patients.

CC to provide refreshments – upstairs in conference room. ME to bake a cake.

CC advised that members of the group could arrive from 5pm on the Tuesday evening to set up.

CY asked CC what contribution Tudor Practice were making. CC advised that there would be a nurse on hand.

Any Other Business:

The group agreed that the room at James Preston Health Centre is not very suitable as the group is bigger now. It was agreed that all further meetings would be held at Ashfurlong Medical Centre.

CC advised group that the survey that group designed last year would be rolled out again this year.

Date of Next Meeting:

Monday 8 October 2012 – 1.00pm Ashfurlong Medical Centre

Monday 19 November 2012 – 1.00pm – Ashfurlong Medical Centre