

Patient Participation Group Meeting on Monday, 13th July 2015 at Ashfurlong Medical Centre

Present:

Gordon Barber, Christine Young, Tom Forrester, Joy Waterhouse, Alan Cox, Jo Twist, Susan Kay, David Hall, Helen Newman

Dr Christopher Howland and Dr Nigel Speak attended part of the meeting.

Apologies:

Carole Cotterill, Denny Manning, Jackie Elwell, Margaret Escott

Welcome to new Member:

HN introduced David Hall to the group. David had expressed a desire to join the group some time ago but, due to being away travelling, this was the first meeting that he was able to attend.

GB welcomed DH to the group.

Matters Arising and Signing of minutes:

HN advised the group that she had looked into the utilisation of a video for the Health Awareness Day (HAD) but concluded that within the confines of the HAD, this would not be appropriate. HN acknowledged that one had been utilised for the PPG Recruitment Coffee Morning and it had worked well, however, it would not be suitable for the HAD.

HN reported on the query raised by AC regarding the hypertension letter mailed by a Direct Mail company. This has been approved by the NHS and is common practice. Each patient has a unique EMIS number and that is utilised to generate the letter rather than a list of names and addresses. It is believed to be secure data.

Report from Chair:

GB combined the remaining matters arising with his report.

GB had attended a Focus Group meeting entitled '20/20 Vision.' The target audience was for those closely associated with PPG's. All attendees contributed to the way in which the Heart of England looked at the future. GB was given a fifty page document which contained the full strategy. Reference was made to the thoughts of Professor Matthew Cooke. However, the meeting did not cover efficiencies and how cost savings can be made. On the subject of cost saving, JW informed that she had heard a radio

programme whereby a patient was discussing a recent knee operation which he had and was given crutches. He was told, by the hospital, not to return the crutches as these would be scrapped. AC and other members agreed this was wasteful and inappropriate.

GB gave further feedback on the PPG at Ashfield Surgery. It is believed that there will be approximately forty members but that membership will not include Administration or Medical staff. Initially it was thought that minutes would not be taken but the group have now agreed to have minutes taken.

HN advised that she was having difficulty locating the HAD feedback. Therefore, it may be difficult to determine the best source of advertising for the HAD day.

HN looked into the query with regard to wasted sheets for repeat prescriptions. Due to the fact that some are repeat items and some are acute items, this cannot be corrected.

GB signed the minutes as accurate.

Website

The group were given a preview of the new website and its new functions were explained. It should go live approximately middle of August.

Dr Howland (CEH) joined the meeting.

CEH explained that you can change colour, text font etc by clicking on the browser bar to suit individual needs of patients.

TF asked if you would need to change the browser each time you access the website. CEH explained this should not be necessary dependent upon the source which is utilised to access the website.

Details of the websites publication date will be included on the rolling screen - **HN to action.**

CEH explained that they have considered publicising new website details on Twitter but, decided against this. AC informed the group that Twitter is utilised by Heartlands.

Practice News

HN advised that Ryan, the new receptionist/HCA has now started. HN also advised that Hayley, the new nurse has started.

CC has now reduced her hours to three days per week, working Tuesday-Thursday. The Group went on to discuss whether it may be appropriate to change the day of the meeting but decided against this as Monday suits most members.

HAD

HN advised the Group that the new date for this event is not appropriate as an opportunity to capture the target audience for flu-jabs would be missed. Therefore, it should revert to the previous date of 8th October.

Discussion took place within the Group regarding seeking younger people's involvement as the late October date was half-term. TF suggested we think of other ways to get this group involved.

TF advised he had contacted 'St John's Ambulance' (SJA) regarding the first-aid demonstration but SJA cannot help as their volunteers who conduct the first-aid demonstrations work weekdays and therefore, would not be available to help.

NS entered the meeting.

CY has contacted 'Carers UK', 'Age Concern' and 'Age UK' and unfortunately none of these organisations are available to help.

A discussion took place within the group with regard to which other organisations should be approached. DM has suggested, via e-mail, that a Diabetes representative should be in attendance. CY suggested an approach to 'MIND'. **DM/CY to action.** CEH suggested contacting 'New Attitudes'. JT suggested a representative from 'Prostate Cancer'. DH has a contact within a 'Prostate cancer' organisation and will make contact to determine availability for the day. TF suggested hearing tests but due to a previous conflict of interest, this will not be actioned.

TF asked CY to explain more about the role of 'Carers UK'. CY advised.

TF asked if HAD could provide an opportunity to cater for the growing elderly population.

DM offered, via e-mail, to create a flyer for HAD. TF, JT and the PPG wish to minute thanks to DM for her offer.

DM's e-mail also suggested that items for discussion at PPG meetings should be forwarded prior to the meeting to the Chair. This was brought to the attention of the meeting.

Further feedback

NS took the opportunity, as he was not present at the beginning of the meeting, to give feedback on matters arising from the previous minutes.

'Seven day a week working' - Practises across the CCG are confident that this can be achieved through working with other practices/colleagues.

'Bulk Buying' - Cross City CCG are setting up networks for economies of scale.

Within the 'ACE Project', the three Practices i.e. Manor, Vesey and Sutton Park Surgeries, intend to share services.

'Nurses for elderly patients' - NS explained that the three practices within the 'ACE Project' have been looking into providing a Health Visitor type service for the elderly. A nurse has now been appointed for a twelve month period. This nurse will take on twenty/thirty patients per practice but the nurse can be directed to patients in most need accordingly.

'Direct Mailing' - In answer to the concerns raised by AC, NS assured that this is an ethically approved service which is not directed to companies which may have a conflict of interest. If AC feels that it has come from a source other than the authorised one, NS would be interested to hear more. CY shared her experience on this subject.

GB questioned NS about 'ACE' and CCG. NS confirmed that 'ACE' is clinical and targeted for certain diseases. It is also about shared resources.

NS confirmed that federations are where there is a collaborative approach.

AOB

AC advised the group he has a document with regard to the Heartlands strategy which is to become more patient focussed. He advised the group that copies are available upon request.

AC also advised the group that 'Dr John Chapman', Jockey Road Surgery, has passed away. He felt it was appropriate to advise the group as he has provided locum services at this surgery.

AC advised that he has been appointed as a Patient Leader.

CY requested to minute a welcome for David to the PPG.

Date for next meeting:

Monday 24th August 2015 at Ashfurlong Medical Centre.