# Minutes of the Patient Participation Group

Held on 29/07/2014 at 6 PM at Wawn Street Surgery

Present: Chairperson and four members at the start of the meeting, one member joined 15 minutes later. (The member had informed the group that they would be late)

Present from Surgery: Dr Gill and Deputy Practice Manager

Apologies: Two members

Practice Manager

Minutes of the meeting held on 29/05/2014 were accepted as a true record after a few typographical corrections had been corrected.

Matters Arising: (1) The Practice Manager had asked the Chair Person to raise this issue. “Suggestion made by her was that the group should decide collectively whether signing of the confidentiality form was to be made a condition for membership of the group. It was not appropriate for some members to sign and some not”. The matter was discussed and having read the term of reference for PPG’s the dissenting member agreed to sign the confidentiality form. It was unanimously decided by all members present that they were happy to sign the confidentiality form and that this should be a condition for membership of the group.

Motion: Carried

(2) With reference to the commitment of members it was agreed unanimously that for any decision to be taken the quorum should be 4.

A member who misses 3 consecutive meetings without submitting an apology should be deemed to have resigned from the group. However with apologies the number would be 5 after which the member would be deemed to have left the group.

Motion: Carried

One member remarked that the group did not have a Vice Chair and it was essential to have someone. The member offered to ask the member who had been originally elected as Vice Chair whether they would like to come back. All agreed that this was a good idea and the particular member would be an asset to the group.

(3) With reference to observation made by some patients that surgery looked somewhat drab the chairperson had contacted the Art Studio as promised and the Art Studio were happy to help and give the surgery paintings/photographs free of charge. Dr Gill to discuss this with the Practice Manager and work out the logistics e.g. which surfaces can be used and the issue of cleanliness and sterility discussed. Also an official letter would be sent to the Art Studio thanking them for the offer and then the Doctor and a couple of members would go to the Art Studio and select what they thought would be suitable.

Motion: Carried

Doctor’s Report:

(1) The Reception Manager has resigned.

(2) NHS England has changed the contract for service to patients with Long Term Condition e.g. Cardiovascular Disease, Chronic Obstructive Pulmonary Disease and Cancer. This is known as the Better Outcome Scheme or The GP Scheme. 2 % of patients over 18 years of age who had medium to high risk conditions would have to be reviewed every six months and would have a care plan. Patients would have to be categorised for unplanned admission to hospital. All these patients would be given the same ideal standard of care. They would get enhanced care.

(3) Doctors have been proactively engaged with surveyors looking at the building which is ageing. This will help towards planning the budget for building improvement.

(4) A new server and email system has been installed which is giving a better service.

Members Reports:

(1)Newsletter: Discussion took place on the contents of the Newsletter. One member suggested that the “Did you know” information to be put on the newsletter again.

(2) The representative member to the PRG reported that a presentation had been made by MS Christine Briggs from the CCG about the consultation of the urgent care hub and closure of the Walk-In-Centre at Palmer’s Hospital. The consultation ends at the end of August, the date had been extended because of the protests from the members of the public against the closure. All encouraged to take part in the consultation online.

(3) One member reported the difficulty he had with the District Nurse service and wound management. He waited all day for the nurse to arrive and the doctor acknowledged that this service was not fit for purpose due to capacity issues.

The meeting finished at 7.30

Date and time of the next meeting: 30th September at 6 PM