**Minutes of the Joint Horsefair Practice Group and HFPG-Sandy Lane Surgery Patient Reference Group Meeting held on Tuesday 12th November 2019**

Present Dave Thacker Margaret Cooper

 John Hanaway Dennis Cooper

 Carl Bennett Sue Wyke

 June Melson John Brett

 Jude Williams

Minute Taker – Stephanie O’Nion

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| 1. | **Apologies**Dr Singh |  |
| 2. | **Minutes of Last Meeting**Minutes accepted as a true account. No matters arising. |  |
| 3 | **Telephony**The new system is now in and operating. There had been a few initial teething problems which were now resolved.John asked the members if they had used the new system.Two members said that they had; that it was a little long-winded, but no other issues.John said that the system had been made as simple as possible but it was important to integrate Armitage.HFPG-SLS has also received the upgrade.It is planned to commence the Call Centre in the New Year, hopefully February 2020. Location is uncertain at present; possibly Hillsprings or Sandy Lane Health Centre. It is a fairly simple task IT-wise and if it doesn’t prove useful the system will revert back to the current method.It is planned that 6 members of staff will take calls. This system should help to streamline the practices. |  |
| 4 | **CQC Inspection**John reported that there was still no news about CQC Inspection dates. It is unsure whether the CQC will inspect just HFPG-SLS, or both Practices.John would like the Chairs of both PPGs to be present on the day of inspection if possible. John will inform all members as soon as he receives notification.Members are welcome to attend if available.As an organisation, The Horsefair Practice Group is reasonably well prepared. Most systems are already in place. On the day, staff will ensure that areas are clean and tidy and that access is available to relevant clinicians.It is hoped to retain the current ‘Good’ status for both Practices.Jude added that if a ‘Good’ status is achieved, the next inspection will be via telephone rather than a site visit.HFPG-SLS visit would be due 2020; HFP 2022. However, as the contracts were renewed in April 2019 the CQC will bring these visits forward.It was asked whether future visits will be combined.John said this was possible; however, the CCG (Cannock Chase Commissioning Group) encourages the contracts to be run separately.The CQC Inspection Team will spend some time in the Waiting Area on the day of inspection to speak to patients. John will inform the Inspection Team on the morning of the Inspection that PPG members will be available at this time to be of assistance.Carl Bennett reported that in the 4 inspections he had been involved in, on 2 occasions there had been queries regarding distinctions between ‘complaints’.If the Inspection Team asks ‘do you have any complaints?’ they should specify whether complaints are ‘as a whole’ or ‘individual’. If patients have individual complaints these should be raised and investigated via the Complaints Procedure. John confirmed that if patients have complaints they are encouraged to write to the practice in order for these to be investigated fully.Jude said that approximately 1 week prior to a CQC visit, feedback forms are placed in Waiting Areas to gather information and feedback from patients. Responses are not shared with the Practice and are returned to the CQC securely.John said that the CQC Team have various methods of gathering information prior to the day of the visit.It was asked what the CQC Team would be looking for in general.John stated that the 5 Key Areas are as follows:That the Organisation is:ResponsiveWell ledSafeEffectiveCaringThere are 30-40 separate items within these 5 Key Areas that organisations must adhere to.The Inspection can be quite intrusive. John has taken part in 14 inspections. Of the 14 only 1 achieved ‘Outstanding’ status, and only 2 were reported as ‘Requires Improvement’. It was asked where the Team came from.John said that Team is made up of GPs, Nurse Managers etc. from outside the immediate area. Managers are employed directly by the CQC.  |  |
| 5 | **Local Healthwatch – 15th November 2019**John reported that our local Healthwatch Team planned to visit the surgeries on Friday 15th November 2019 to gather feedback from patients.Most towns and cities now have Healthwatch Teams to ensure high standards in all NHS properties / services.Feedback is very valuable as if failings are reported these can be addressed. |  |
| 6 | **Update from HFPG-Sandy Lane Surgery**Jude Williams, Practice Manager, HFPG-SLS attended the meeting. Jude has been in post since September 2019.She reported that Dr Raluca Casunean had got married recently and had changed her name to Dr Raluca Woodward.Jane Brookhouse, Practice Nurse, had retired last month.Two new starters within the Nurse Team – Ellena Bowen and Amanda Shelley.Amanda works 20 hours for The Horsefair Practice (replacing Kelly) and 16 hours for HFPG-SLS.Mjog (texting service) has commenced at HFPG-SLS which is hoped to reduce the number of DNAs (Did Not Attend).HFPG-SLS are offering early morning appointments each week, commencing some surgeries are 7.00 am.The Practices also have access to appointments across the area over 7 days.Jude plans to open a HFPG-SLS Facebook page. The page will be information only, and will not be an online forum. |  |
| 7 | **Any other Business**Mental Health improvements within the Police ServiceCarl Bennett is the liaison officer between the local Police Service and Local Council.Carl reported on the improvements made regarding Mental Health care for both offenders and officers.With regard to offenders, as an example, it can be difficult to identify whether a patient is drunk or suffering symptoms of a mental health illness. If there is no blood present, it is difficult to ascertain the problem.Offenders who are under 18 years of age are not now always placed in a cell, if it is felt not to be appropriate.With regard to officers, there has been a stigma around admiting to mental health issues. Officers – and people in other walks of life – can be fearful that work prospects can be affected.Carl was pleased to report that great improvements had been made recently in these areas.It was asked how Rugeley compares to other areas.Carl said that other areas were similar, but that all Forces used the same method to support officers and offenders. |  |
| 8 | **Date of next meeting** Horsefair Practice Group PPG Meeting – Tuesday 7th January 2020, 6.00 pmArmitage SurgeryJoint HFP & HFPG-SLS PPG Meeting – Tuesday 3rd March 2020, 12.30 pmHillsprings Surgery*Stephanie O’Nion to inform HFPG-SLS PPG members of this date.* |  |