Dr Male and Partners PPG

Minutes of Patient Voice Meeting 18th January 2016

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| Present | Steph Celso, Clare Whitaker, Alan Tomkin, Shirley Holloway, Marion Anderson, Alan Tomkin, Dorothy Wagstaff, Jane Sprackman, Graham Seve and Chloe Kemp |
| Apologies | Jackie Crewe, April Vinden and Peter Vinden |

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|  | Item Name | Actions |
| 1. | Welcome and introductions |  |
|  | Chloe Kemp, a Castle School student, was welcomed as a new member. Shirley also informed us that another student would like to join but could not attend this meeting. |  |
| 2. | Minutes from last meeting/Matters Arising |  |
|  | Minutes agreed.  Carers coffee morning postponed to the Easter holidays as half term so early. Most actions complete. Actions 2a and 10a carried forward to next meeting. | Action 2a: Number of people brought to surgery by community transport?- SH  Action 10a: To discuss Surgery Schemes with link GP- SC |
| 3. | Update on Practice |  |
|  | a) **Research Project**- Practice taking part in 3D study led by Dr Creavin. This is a research project funded by Bristol University looking at managing the care of patients with multiple morbidity( more than one chronic disease) in an integrated way. Known patients in the practice with a named doctor receive a blood test and general medical review and then their ongoing medical assessments and treatments are managed together, rather than as separate conditions. Quality Outcomes Framework used to monitor patients. Alert system in place to highlight any outstanding treatment needed.  Medical and Admin staff time funded by project. Results could inform how multiple morbidity patients are treated in the future. Suggestion made that Dr Creavin be invited to update us on the project.  b) **Carers Clinic-** Mary Bennett, GP Carers Liaison Worker for Bristol & South Gloucestershire, will be running a Carers Clinic every second Tuesday of the month. | Action 3a: Invite Dr Creavin to update on project- CW |
| 4. | Family and Friends/Grumble Book |  |
|  | None to report.  Practice needs to promote Family and Friends more. Dr Creavin has decided his counter idea will not work as it is purely a yes/no response rather than qualitative feedback. |  |
| 5. | Election of Chair and Vice Chair |  |
|  | Clare Whitaker had put her name forward for Chair. Proposed: Shirley Holloway; Seconded: Marion Anderson. Elected.  No names had been put forward for Vice Chair but when the role was explained, to deputise in Chair's absence, Marion Anderson put her name forward. Proposed: Shirley Holloway; Seconded: Clare Whitaker. Elected. Many thanks to Marion for taking on this role. |  |
| 6. | Proposed cycle of future meetings |  |
|  | Chair proposed a new cycle of Patient Voice meetings. Group to hold 4 formal, minuted meetings a year to which Link GP and Practice Manager were invited. It was noted these meetings might run slightly longer.  Other informal meetings to be held as necessary depending on ongoing work. Only those involved in specific actions needed to attend these and they would not be minuted. Group would be kept informed as part of action plan review. Proposal accepted. Chair and Practice Manager to plan quarterly dates for rest of 2016. | Action 6a: Identify meeting dates- CW/SC |
| 7. | Review of action plan |  |
|  | Action plan is well underway. Although time line for most actions has slipped, action plan on track to be completed on schedule by end of March.  Objective 1: To make the presence and purpose of the group known to more patients and staff  Actions 1 and 3- notice board and promotional material close to completion  Action 2- website meeting planned 27.1.16  Action 4- Marion and Clare meeting patients and handing out flyers on 8.2.16 and 2.3.16  Action 5- Staff questionnaire meeting planned 27.1.16  Action 7- PPG awareness week to be discussed at joint meeting with partner PPG and next PPG meeting  Objective 2: To recruit more members to join the core group/form new virtual group  Actions 1 and 5 complete- core group members confirmed. Jo Sheen resigned. Chair to thank her for her support. New members identified from Castle School. Many thanks to Shirley for recruiting these young people. Core group now complete with 12 members.  Actions 2 and 4: close to completion as objective 1.1. and 1.3  Action 5: dates as objective 1.4  Action 6: as part of face to face conversations | Action 7a: Complete promotional materials- CW and JC  Action 7b: Website meeting- CW and JS  Action 7c: Face to face meetings- MA and CW  Action 7d: Questionnaire meeting- SC and CW  Action 7e- Add PPG awareness week to March agenda- CW |
| 8. | Joint meeting with partner PPG |  |
|  | Practice managers of both our practice and Dr Foubister's practice see potential value in the PPGs working together e.g. training together, arranging joint events. Proposal to hold a joint social meeting to discuss possible ways forward for this. Agreed. Chair to contact counterpart Chair and arrange a date on a Tuesday. | Action 8a: Contact Perry Poole to arrange date- CW |
| 9. | South Glos. CCG meeting feedback |  |
|  | Chair attended meeting on 24.11.15 and found it interesting. Quite well attended by local PPG groups and opportunity to network with other Chairs. Presentations on Community Respiratory Service, Community Diabetic Nurse and Psychology Therapies and then opportunity to feedback on proposals for change.  Group discussion: Next year PPG groups no longer optional. All practices will need to have one and groups discussed ideas for setting them up. Discussion also turned to how to sustain group once started. Proposal for chance to focus on just on these two issues in near future and event has now been planned for 16.2.16. Chair unable to attend; Vice Chair attending. | Action 9a: Attend meeting on 16.2.16- MA |
| 10. | Role of Link GP |  |
|  | Group keen to support Dr Creavin's proposals for how group can help practice. These were:  a) To be part of group and join some meetings  b) To work with group members to review practice processes and re-work documentation eg Practice leaflet  c) To involve group in gaining knowledge of patient satisfaction eg Family and Friends feedback  Proposal that Dr Creavin attend our quarterly formal meetings.  Q: What would group like from link GP? Discussion around receiving information on practice strategic planning e.g. generally catering for increased population in Thornbury, ensuring quality access for patients and new services. Patient Voice would also like to better understand what professional issues GPs have to face.  Chair to contact Dr Creavin to share group thoughts. | Action 10a: Contact link GP- CW |
| 11. | AOB |  |
|  | Change of meeting date. No meeting on 29th February. |  |
|  | Date of next meeting: Monday 14th March at 5.00pm  Further Meetings: Monday 6th June  Monday 5th September  Monday 5th December |  |