

MINUTES OF PPG CORE GROUP MEETING HELD AT HAMBLETON SURGERY
1ST MAY 2014 AT 2 PM

Present: Ian Gibson (Chair)
Malcolm Worsley (Vice-Chair)
Helen Roberts (Secretary)
Norma Worsley
David Bray
Susan Watson
Joan Firth
Dr. Tom Marland & John MacPhee (Practice Manager) joined at 3.15 pm

Welcome address

Ian welcomed everyone and thanked them for attending. He reported that he had represented our group at two CCG meetings, during one of which it was decided to form a 'Chairs of PPGs' team which will meet regularly in order to exchange and share information with other PPGs, to aid development of the groups.

He then reported that Mandy Bowell had resigned from our group, due to personal reasons. Members then, having read the minutes from the last meeting, agreed they were correct.

Matters arising

Members discussed how future patient surveys could be made available to more patients. It was suggested that core members could deliver surveys to local groups e.g. W.I., and arrange to collect them at a later date. It was also suggested that GPs could give them to patients after consultations (perhaps offering a reply-paid envelope). It was agreed that the major focus needs to be on maximising the number of surveys returned.

Other items to review

a) PPG Awareness week 2nd – 7th June

- Ian has arranged a session at the surgery on 6 June, when Amanda Bate will also attend, to help reinforce the importance of PPGs. Joan and Helen were willing to attend the surgery on the 2nd and 4th of June to promote our PPG.

b) Practice Quality Improvement Plan (PQIP)

– There are differing views across the area Practices regarding the publication of target figures/results. The Core Group general view was that they should be published. A clearer, simplified format will be required, to make the data more accessible to non-NHS persons.

c) Publishing Core Group contact details

- Members indicated if they wished to have contact details published or not. Ian will finalise a poster.

d) Any new action requests from Patient Survey

- None at this stage.

Dr. Marland and John MacPhee then arrived and Dr. Marland brought us up to date with some new innovations the practice is attempting. An effort is being made to reduce waiting times for appointments by having a doctor speak to the patient by telephone which perhaps would avoid the need for them having to attend the surgery. The doctor could direct the patient to the best health professional, if an appointment was necessary. This scheme will be audited to see if it does reduce waiting times.

The Neighbourhoods Scheme, a new government scheme, is being put into place, which will

enable nearby practices to liaise in order to share ideas, good practice and perhaps resources. Meetings are ongoing.

John was asked if he had obtained any quotes for disabled access. He had not, but promised to have them by the next meeting. It was made clear that the group viewed proper disabled access as a priority. It was also requested that a sign be displayed showing the location of the disabled toilet.

The group raised a question about the income paid to the practice for having a PPG. We were told it was around £10,000. Dr. Marland confirmed that this money was not dedicated to any specific projects – the money went into the “Practice pot”. He also reiterated that there was no Government commitment to continue providing this funding. The Practice has previously confirmed that they will nevertheless continue to support the PPG, even if Government funding is withdrawn.

Joan raised a question regarding CCG grants being made available to non-NHS community organisations.

Helen and Susan are to go into surgery and organise the information leaflets so they are logically organised and more easily accessible to patients.

Dr Marland asked for some help with the next patient survey in order to make it easier to fill in. The Practice is happy to have the PPG help with distribution of surveys. If required, the PPG is also willing to organise its own survey.

It was asked that the Practice publicise clearly what Patient Services are offered.

John confirmed that the procedure to withdraw from the ‘old’ website will shortly be complete.

There is also another new scheme “Friends and Family” but details are not yet completed.

The Practice is to look at patients over 75 and patients with long term conditions. They hope to help patients to manage their conditions and access their special needs.

The latest from the Government/NHS is that they are trying to integrate health and social work

- looking at it 'geographically'
- finding ways to improve services and care
- identifying things that need to happen.
- e.g. - the 'over 75's' service - a team to visit and look after them
 - looking at taking blood flow in calves for instance, with a view to forecasting future problems

This is Government driven - different models have been put out to experiment and develop. A group from the practice are going to meetings.

Dr. Marland and John were thanked for attending.

The meeting closed at 4.20 pm.

Date of next Core-Group meeting: Wednesday 23rd July, Hambleton Surgery, at 2 pm

Signed as a true record.....