

Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 12th June 2014

Present

Jenny Drew (Chair)
Vice Chair Chris Peters
Elaine Laurie (Secretary)
Iris Wilde (Treasurer)
Peter Appleby (2nd Signature)
Tony Drew
Heather Hind
Gill Stokes
Christine Pigg
Tony Robinson

Apologies

Chris Thompson (Practice Manager)
Tracy Ingram
Len Wilson
Eileen Brookes
Pippa Harder

Abbreviations used:

Care Quality Commission	CQC
Clinical Commissioning Group	CCG
Clinical Reference Group	CRG
National Association of Patient Participation	NAPP
Rotherham, Doncaster and South Humber NHS Trust	RDaSH
Dementia Action Alliance	DAA
Active Always	AA
Enhancement Service Specification	ES

Chair-Jenny Drew

Ground Rules Reminder (on laminate cards)

Terms of Reference (on laminate cards)

1.0 Welcome and introduction

1.1 Jenny welcomed group members. Apologies were noted.

Jenny announced the NAPP award of £600 which our PPG won. We were chosen from a short list of 5 from approximately 50 PPG groups from all over the Country apart from Scotland and Wales.

Jenny thanked the group for all the hard work the group had done and said she really appreciated all our efforts and we won unanimously.

2.0 Group Business:

2.1 Approval of minutes of last meeting held 15th May 2014.

Iris asked about what was happening about the screen for Rose Court and how much will it cost. This will be discussed at the next meeting in July as Chris was on annual leave at time of meeting.

2.2 Matters Arising

Feedback for PPG and health awareness week held 1st-6th June was that there wasn't much response from patients at the Stag surgery. Rose Court was a similar situation. Leaflets were handed out on healthy eating and drinking and it was pointed out that if patients wanted to discuss any problems to make an appointment with the nurse.

At Rose Court they didn't take much interest in the table display – Elaine thought it was too busy and messy. When we do the flu days we will have to consider whether it is worth promoting health and wellbeing, a – do we want to do is and b – is it necessary. Nurses are handing out information and prescribing exercises. Chris is to liaise with Jean Toner, the Practice Nurse to help promote the health promotion activities within the surgery.

In the future we need to look at where and what we display.

The appointment systems still seems to be a problem. Appointment held up, not being able to see a doctor of their choice and was told they need to phone back the following week. Misinformation and dissatisfaction. (The attitude of one of the GPs was questioned – the person wouldn't name the Doctor but they have refused to see the GP in question which they have the right to do but GPs have to be able to change their approach to each individual patient?)

Chris has dealt with GPs attitude and reception staff regarding appointments, etc. in-house.

First point of call when an appointment is unavailable receptionists need to speak to Andrea and if she is unavailable speak to Chris the Practice Manager as they can open up appointments. As a PPG group we are only able to inform the practice manager of any problems. Chris has asked if we can do a piece of work looking at why patients are leaving the surgery. Jenny will have a meeting with Chris with concerns on Doctors reception staff and nurses.

2.3 Tony Robinson reported on the development of the Domestic Abuse, South Yorkshire police have leaflets which he found to be really good and

informative and he will bring them for the PPG to view.

- 2.4 Pippa is doing a poster on prepaid prescription's and also a notice for the Disabled and elderly to put on their doors to ask (Please knock and wait) And Pippa is going to look into alarms for their doors which are about £20.
- 2.5 A notice was to be put up for patients only parking at the Stag surgery. It will be looked into. Could Staff parking be looked at either parking in the space at the back of the surgery or could the Church provide free parking spaces for a few staff cars?

3.0 NAPP conference Feedback

- 3.1 The conference went well and we received our award which was very nice with a possibility that it may be announced in the Rotherham Advertiser and we could mention it at the PPG Network.

The talk was on all primary care what it means to patients and a lot of the issues raised by PPG groups were the same concerns as our group with some very sensitive issues and how to deal with them by the Chairs of PPG groups, sift through issues, raise awareness and be tenacious.

A lot of the groups are led by doctors and practice managers which makes it harder for groups to change. The ESS (enhancement service specification) is replacing the DES and all practices have got to have a PPG before they can submit anything to get any reimbursement.

Previously the money per head per population was £1.10 the ESS is 35 pence and far less but even so with a population of over eleven and a half thousand that is still £4500.00 every year. The money goes into the coffers of the surgeries and as a PPG we would expect to be able to have a say in where it was to be spent as we have done previously.

Re the screen for Rose Court there has been no feedback at the moment. It was raised that there appears to be dissatisfied patients and being able to discuss with the doctors issues that have been brought to the attention of the PPG.

There was discussion about reasons why patients may be dissatisfied with particular doctors and the possible reasons why doctors appear to be behaving unsatisfactorily – 'a lot is about the state of the Health Service as it is at the moment and GP Practices not being funded as they were previously'.

Jenny agreed to take the issues raised to Chris and Dr Abbey in a separate meeting.

There should be a replacement for Doctor Proctor after August?

4.0 PPG Awareness Week 1st to 6th June feedback-Jenny Drew

4.1 We dealt with this item at the start of the meeting during matters arising.

5.0 News from Practice – Chris Thompson

5.1 No news from the Practice. It was reported that some prescriptions have gone astray which Chris will hopefully explain what happened.

We looked at the box in the surgery and they are locked so no one can get the prescriptions only staff.

6.0 Any other business

6.1 The Newsletter Eileen is on with it there is a picture of Elaine on her bike and an article on the Sky ride course she has took part in to get people cycling again another article on Active Always with pictures of Chris Iris and Elaine promoting Active Always.

The Newsletter will be on line and a few that will be laminated for the surgeries are to stay in the surgeries but we are not paying for them to be printed again as we had so many left over from the last newsletter.

Good quality paper will need to be purchased to reproduce a few Newsletters.

6.2 The money we were awarded needs to be looked after. Jenny asked for volunteers for Treasurer and a second signature. Iris Wilde volunteered as Treasurer and Peter Appleby is the second signature for the account which will be named the Stag Medical Practice PPG at the Yorkshire Bank.

6.3 The first item to be purchased will be a new Dictaphone that will cut out background noise and furniture for the carers corner which Pippa may be able to give advice on, plus a couple of tables which we need for Flu Days and any other participating days that we get involved in. We will try and arrange an Awareness Day for the Careers Corner.

6.3 On Flu days we be raising money for MacMillan, Rotherham Cancer care and the Talking Newspaper divided equally between the three.

Money was raised from selling knitted chicks £20 in the surgery and it went to Talking Newspaper who were very grateful.

Heather is going to enquire if Asda and Morrison's supermarkets would include our PPG in the token collection from customers.

Elaine asked if with permission from Chris Thompson we could sell books in the surgery's towards our PPG group. Jenny directed Elaine to Chris to see if this was possible

Jenny thanked all.

7.0 Next Meeting July 10th 5.30pm at Stag Medical Centre.

Meeting closed at 6.30pm

EL18/06/2014.