

Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 13th March 2014

Present

Chris Thompson (Practice Manager)
Tracy Ingram
Jenny Drew (Chair)
Christine Peters (Vice Chair)
Elaine Laurie (Secretary)
Tony Drew
Len Wilson
Iris Wild
Gill Stocks
Peter Appleby
Pippa Harder
Christine Pigg
Tony Robinson

Apologies

Heather Hind
Eileen Brookes

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

1.0 Welcome and introduction

1.1 Jenny welcomed group members. Apologies were noted and Jackie Houghton has resigned from the PPG group she will be missed by all.

2.0 Group Business:

2.1 Minutes of last meeting held on 13th February adjustments were made. Leaflets for feeling safe and Active Always will be displayed in the

surgery's and put on the Web Site. Jackie Townend will be doing Health checks at the surgery for Cardio Vascular disease for patients who are not identified already with the practice and are living with Cardio Vascular disease. Doctor Clitheroe is now clinical exec of the CCG group and doctor Muthoo is CCG, PRG group. An item from the January meeting was corrected – Pippa Harder is not the secretary she is Chair of the carer's group. The minutes were then approved.

2.2 Matters Arising

There were no matters arising.

3.0 Admiral Nurse Development - Len Wilson

3.1 Jenny and Len are presenting at the Health and Well-Being Board at their meeting on the 26th March at 9.30 am and the next presentation will be at the Older peoples mental health group on the 9th of April at 2 pm.

It will be the version 3 of the presentation.

It was suggested by the CCG that a more realistic number of 9 Admiral Nurses were needed as the population aged over 65 in Rotherham was way over the figure quoted of 40,000. It was stated that we were correct in our estimation and that 4 would be enough based on the figures quoted from Public Health England - National General Practice Profiles of 45000 over the age of 65 which is the ratio of 1 Admiral nurse per 10,000 over the age of 65 as recommended by Dementia UK.

The Health Network will circulate the information and they had the Presentation and Health Watch and will feedback to us.

The independent agent said the age limit is 35 upwards in Rotherham.

The money saved by patients being kept in their own homes instead of going into residential care is significant and employing Admiral nurses would enhance their care.

Councillor Wyatt was very enthusiastic.

Len pointed out the article on our campaign for Admiral Nurses has appeared all over the town which is thanks to David Coldrick and is in the Whiston Parish Magazine. So the publicity on Admiral Nurses is gaining strength in a variety of community magazines.

4.0 Third GP Practice Survey-Jenny and Tony Drew

4.1 Jenny thanked who were involved getting the surveys in and despite the Tablet having a minor problem we succeeded in 306 responses which is a decent total number ensuring 95% satisfaction.

Not many patients were aware that giving their mobile phone number to the receptionist would ensure a reminder would be sent re an online appointment having been made.

Most comments were very positive in favour of the practice.

Active Always was promoted as some questions were on exercise.

Lots of our patients and their family's do exercise on their own.

Next year's Survey will differ from the recent one in that we will be addressing the Friends and Family test.

4.2 Chris said we need feedback on bad reviews if we don't know what the problem is it can't be solved. Doctors can make appointment with a patient if the rota is on. The making of appointments on line caused a few problems will find solutions.

Chris Peters found it very interesting talking to patients getting their perspective on the practice. Hopefully we can do more on our PPG awareness week.

The results will be on the Web site with a report to the CCG.

5.0 News from Practice – Chris Thompson

5.1 Doctor Proctor is leaving the practice at the end of the month.

Prescription are being issued every 28 days and the need to publicise prepaid prescription's needs to be looked into to make savings for patients, Oak house at Bramley may have some information and the Local pharmacy's should have forms.

6.0 Any other business

6.1 Chris Peters asked about a tablet scheme where tablets that haven't been opened and are not out of date and no use to the patient could be used for 3rd world Countries the surgery are not able to do anything about it so she will take it up with Boots the Chemist.

Tony will put some information on our Webb Site page regarding the Tablet Scheme.

6.2 The National Data Base has been extended for the moment please let the Surgery know there was some confusion on which form to fill in.

6.3 Stickers need to be put under the pictures regarding who took them and the location of the picture. Also patients were interested in buying the

pictures and Pippa suggested if orders were taken she could arrange size and the cost of the pictures. Chris will put up a notice up in the surgery's asking anyone interested to let the PPG know and it will be sorted.

- 6.4 Jenny attended a meeting with NAPP doing a project from NHS England looking at the quality of PPG groups which produced a tool kit for PPG in general practice to assess their quality of their service's and how good\ the PPG is. Jenny was asked to go because we are one of the forward thinking PPG groups.
Her next meeting will be with the CQC on the GP Practice Inspections.
Jenny will circulate the link.

7.0 Next Meeting Thursday April 10th 2014 Stag Medical Centre. 5.30pm at

Meeting closed at 6.30

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