

Patient Participation Group Meeting held at The Stag Medical Centre

22nd November 2012

Minutes of the Meeting

Present:

Chris Thompson (Practice Manager)
Tracy Ingram
Jenny Drew (Chair)
Tony Drew
Elaine Laurie (Secretary)
Kath Perry (Vice Chair)
Peter Appleby
Jackie Houghton
Len Wilson
Bev Pepperdine (Carer's Corner)

Apologies:

Eileen Brooks (Publicity)
Pippa Harder
Gill Stokes
Heather Hind
Christine Pigg

1.0 Welcome and introduction

1.1 Jenny welcomed group members and new member Len Wilson to the group and apologies were noted.

2.0 Group Business

2.1 The minutes of the last meeting held Thursday 18th October 2012 were accepted and approved by all.

2.2 Matters arising

None were noted.

2.3 Jenny welcomed and introduced Bev Pepperdine from Carer's Corner who gave a very detailed talk on carer's Corner and provided resources on help, benefits and changes. A website page for Carer's Corner is available. Kath Perry asked about volunteers and Bev explained how Crossroads and MacMillan and other organisations work to support carer's, some of whom are children.

2.4 Jenny thanked Bev for her visit and talking to our PPG Group.

2.5 Chris and Tracy are to consider writing to our carer's, informing them of the proposal for setting up a Carer's Corner in the Practice. The PPG group will try

and get more involved with carer's identifying their needs in our practice and how best to find out information from them.

2.6 To date we have 209 carers on the practice list, 52% are over 75 years of age and the youngest is 21 years of age.

2.7 Jenny suggested we invited a carer to our survey day to give advice to patients who requested help. Jenny stated that Carer's Corner would be a standing agenda item. In 2013 the PPG could be in a position to get it set up to coincide with Carer's Week in Rotherham sometime in June 2013 (date as yet unknown). Pippa Harder had expressed an interest in an email to Jenny so Jenny will contact her.

2.8 The second GP Survey is to stay on the website until the end of February 2013.

2.9 Forty people have already responded to the survey online.

2.10 Helen Wyatt is to be asked to put the survey on the hand held computers.

2.11 Once ready and loaded Jenny will inform PPG members and we will arrange a schedule for members to collect survey responses at each surgery.

2.12 At the moment comments can only be submitted on the Practice website.

2.13 Chris said A5 paper could be arranged for comments from patients collected in the surgeries.

3.0 Publicity - Jenny Drew on behalf of Eileen Brooks:

3.1 The Autumn/Winter Newsletter has been distributed to Care Homes on the Practice list and local businesses, dentists and pharmacies served by the Practice.

4.0 Care Quality Commission issues- Chris Thompson

4.1 The Practice is now CQC Registered. Jenny is waiting for information from the CQC to present at the PPG Network Meeting in January 2013.

5.0 GMC Re-Validation of Doctors-Kath Perry

5.1 Kath explained the points GPs are answerable to which are:

- Keeping up to date
- Review of practice
- Quality improvement activity
- Significant events
- Colleague feedback
- Patient and carer feedback
- Complaints and compliments

Kath spoke to Ann Duncan who explained the 5 year re-validation process which starts from April 2013 for GPs. A body of GP Responsible Officers will re-validate the Registered GPs.

Chris highlighted that he encouraged GPs to respond by letter to patients when there is anything to be explained as a result of a complaint about a GP.

6.0 Website Development - Tony Drew

- 6.1 PPG tab is on the website with sub tabs. Survey Results, DES Report Newsletter, Minutes/Agendas, Virtual PPG, FAQ's and a Sign Up for new members.
- 6.2 The second survey will be available on the web site until the end of February 2013.
- 6.3 The list of helpful websites is in the process of being developed

7.0 News from Practice.

- 7.1 There were 9 candidate's interviewed for receptionist posts. Sue and Jean were the two which impressed the panel most and were appointed.

8.0 Any other business:

- 8.1 Chris is to ask the handyman to place the banner for the PPG in both surgeries and a dedicated PPG notice board was requested.
- 8.2 Jenny asked for the PPG Secretary, Vice Chair, Publicity and Website Leads to write a brief report about their year in the PPG Group in readiness for the Annual General Meeting.

Next Meeting: to be held 13th December 2012 at 6pm.

Some members have offered to bring in some nibbles, tea and coffee will be provided by the Practice.

Meeting closed at 19.20