

Patient Participation Group Meeting

29th February 2016

Attendance: J.H ; D.H ; A.A ; F.T ; T.G; S.S; L.M; M.F; T.A, A.G.

Apologies: J.O.; P.D.

Chair : T.G. Note-taker :S.S.

1.The minutes which had been posted to the website were approved.

2.There were no matters arising other than those which are on the Agenda.

3.Feedback from the PPG Network Meeting. J.O. had attended as our rep and had left papers with M.F. S.S. who had been at the network gave an outline – mentioning the feedback form which PPGs can use to summarise content of their meeting to inform the Network of issues. S.S. described the cycle of information passing to and from PPGs, to the network, to PARC (Participation and Communications Committee) and to the CCGs. S.S. also explained that there had been a discussion about changing the quarterly Network meetings to bi-monthly – also that there are plans to hold cluster PPG meetings in the future. Some concern was expressed regarding the bureaucracy involved with all this. Too many meetings and forms to be filled in could stifle the positivity of PPGs.

T.G. said he would personally like to support the Junior Doctors in their campaign. A discussion took place about how a PPG could support them.

4.Information from the Practice: In response to a question about patchy locum cover for out-of-hour services, A.G. explained that the EPIC programme had paid locums better so many had left the standard out-of-hours and this led to a shortage for out-of-hour care. Too many people are accessing A&E for things that could be dealt with in the surgery. A voluntary scheme of community navigators had been trained but none at this practice. Care coaches are another source of support for patients. This practice belongs to Cluster 1 GPs and Cluster 1 have employed a dedicated GP to work with vulnerable patients within those practices. It is not clear what the definition of a vulnerable patient is yet but the hope is that it will relieve some of the pressure on the practice. Talking of the possible closure of 5 GP practices around the city, it is now known that the surgery for the homeless will not close. The Pavilion practice GPs are a great practice in a good building with a stable set of GPs. There will be an impact from the closures.

5.Plans for our Healthy Eating Event: £500 has been awarded to this PPG to hold a Healthy Eating Event at a venue such as Brighthelm. J.H, D.H. A.A & S.S agreed to meet at the surgery on Thursday March 17th at 1.00pm to begin planning for this event. S.S will circulate this date to other PPG members and any interested parties will be welcome to attend.

6.Clocks for Waiting Rooms – M.F reported that the practice would purchase two clocks.

7.A.O.B: There had been a complaint about the electric door sticking. M.F. explained that people were too impatient with the door and yanked on the handle without allowing it time to open by itself. Last year this resulted in the motor burning out which costs thousands to repair – each call-out costs hundreds. It was agreed that a clear notice would be placed on the glass asking people to press the pad and wait for the door to open.

A.A. asked for chairs with arms for the waiting room to help patients rise. M.F informed that new chairs are going to be purchased some of which will have arms. Also a new table for the meeting room is to be purchased.

8.The Feedback template was completed. S.S will type up and submit to the PPG Network as requested.

9.S.S sought the group's agreement to set the quarterly dates for the year. These can be entered in diaries. She was concerned there may have been a mix up re today's meeting dates as she had had two possible dates for the meeting, today and next week, which possible accounted for a smaller attendance.

10.Dates for 2016 meetings: Monday 23rd May 2.00pm

Monday 22nd August 2.00pm

Monday 21st November 2.00pm