



MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING

12th June 2013
Datchet Health Centre
Chair: Bill Joy

Present

Martin Chan (Partner), Pam Curry, Karen Holmes (Practice Manager), Anita Kapur, Sandeep Sharma, Vivien Walton, Jayne Crampton (minutes secretary).

1. Apologies for absence.

Mark Smithers, Suresh Gogna and Rowena Hoad.

2. Minutes of last meeting held on 24th April 2013.

a) **Accuracy.** It was agreed the minutes were an accurate record.

b) Actions and matters arising.

Evening Meetings – Anita has no preference and Vivien, and other members present, can do evenings but would prefer afternoons.

3. PPG Network meetings on 9th April and 11th June 2013.

Sandeep reported back on both meetings. Plans are well advanced for the NHS 111 telephone service for people in Berkshire to call if they need medical help fast, but are not in a life-threatening situation. The easy to remember, free to call number will be available 24 hours a day, 365 days a year to help people access the care they need, wherever they are and no matter what time of day it is (all calls will be recorded so the operatives can learn from mistakes). On dialling 111 callers will be put through to a team of highly trained advisers and experienced nurses, receive a clinical assessment and be directed to the local service that can help them best at that time. This could be by providing details of the nearest pharmacy, direction to an appropriate service or even dispatching an ambulance if this is required. Judy McCulloch is interested in PPGs channelling feedback to her – so far 111 have received 19,000 calls and had only 2 complaints. It is early days for the 111 number, it needs time to evolve and they need to do their own survey to capture patients' experiences. Bill suggested our PPG could add this to our next Patient Survey. It was agreed to defer any decision about consulting patients until the end of the year when more experience of the service should be available.

Sandeep mentioned the 'quality premium' which is intended to reward clinical commissioning groups (CCGs) for improvements in the quality of the services that they commission and for associated improvements in health outcomes and reduction in inequalities. He thought we could do a lot more here than at the WAM meetings and in a year or two there will be a lot more to be gained from PPG Network Meetings. Pam agreed that these network meetings are most important. Bill responded that it is encouraging that the PPG Networks are chaired by Peter Hayley. **Action:** Bill undertook to circulate recent PPG Network minutes to members and to obtain and circulate details of future CCG open meetings.

4. Action Plan – Progress Report.

Karen reported that Dr. Murali Sivanandan will be joining the practice on 20th June. He will work 7 sessions per week; he has a special interest in ENT services. Dr Harish Bijjala started in May and together these two GPs will provide an additional 13 sessions of GP time per week. This should improve the access to GP appointments tremendously. Patients can now book an appointment two weeks ahead; experience shows that failures to attend are much more frequent for appointments booked more than two weeks ahead. The possibility of the practice nurses providing early morning appointments is being explored. Options for a board showing the room-location of GPs are still

being considered. Karen added that she had re-iterated the problems regarding phlebotomy at the Practice Managers' Forum. She also asked that patients be reminded, in the next newsletter, of the importance of arriving in time for appointments and not ringing the surgery before 2pm for blood and urine test results. **Action:** Bill to include an item. Martin commented that some patients do not arrive for same day appointments. Bill said he would like to thank Karen for the excellent progress on the Action Plan. He asked if all available appointments were shown in the EMIS pages on the DHC website because double appointments cannot be booked online although the receptionists can make them. Jayne said she had the same experience. Karen said her assistant, Liz Randal, is the expert for EMIS. **Action:** Jayne to email Liz when Liz gets back from holiday.

5. Health Education Evening – 1st October 2013 in Datchet.

Vivien, Pam & Suresh (by pre meeting email) volunteered to form the organising sub-group. They plan to co-opt Anthea Christie (an ex member). Karen said Mick Watts would not be available on the original date so the group agreed the event would be held on Tuesday 1 October 2013. Martin told the group that we still have to choose a title for the evening. The subject matter will be blood pressure, risk factors, cholesterol, health checks, lifestyle changes, primary preventative care, etc. Pam's suggestion that we invite a Pharmacist along to speak was readily accepted. Karen said a new NHS health check is being introduced for people aged between 40-74 and GP practices will be expected to conduct health checks every 5 years. **Action:** Pam to find the name of the Senior Community Pharmacist for East Berkshire and let Martin and Karen know. **Action:** Group members to think of a title for the Health Education Evening – please email your suggestions to all PPG members.

6. PPG Procedures.

Sandeep explained the ideas behind his draft proposals. "At PPG level, we need to have a structure so it gives an avenue for people to make requests. If we don't have this in place then patients will not know who to go to or how to get help. The structure is not there to scare people off but we need to achieve results. The document is not legally binding, I'm making boundaries within the structure so members can feel some sort of responsibility, and everyone in life has to have a succession plan". Karen noted that we want the group to be sustained, to future-proof it and enable it to adapt and to provide clear information about the PPG on the DHC website. "We just need an A4 PDF on how to join along with a summary of the structure". Karen said she can make requests to the Partners but she is not a final decision maker and reminded us that they are restricted by finances so it is very useful to the DHC to have a PPG, a group that DHC can call on if needed. Vivien commented that Sandeep's document will definitely attract members with more business experience which will be useful to us and remembered Pam's comment after our Away Day that we need to "raise our game". Pam replied that we need stimulation to go forward as a group. Bill agreed that if the practice has a problem - they need to know how to go about asking the PPG for help. Although he is happy with Sandeep's principles in the document he felt it should be translated into "layman's" terms. He added we definitely need a standby Chair and a standby Secretary and members will have to decide how to appoint them. **Action:** Bill to paraphrase Sandeep's document in layman's terms, more suitable for publication to patients.

7. Any other business.

Karen had to leave the meeting at this point.

Bill told the group that the CCG sent an email asking, at short notice, for a patient representative to help-appraise a tender for services commissioned by the CCG. He asked for more information and added that he was willing to try to help if need be. In the event, he was the only "volunteer" so he was invited to the meeting at Heatherwood Hospital in Viki Wadd's office. He regretted he could not go into any detail but said his contributions seemed to have been appreciated. He thought it indicated that the usefulness of PPGs was becoming more widely recognised. Lee House surgery has asked, via the PPG Network, for help in setting up a PPG. Bill said he will offer to have a chat

first, before inviting them to a group meeting to see how it is run, Karen said Lee House is having a lot of big changes currently with two GPs retiring so maybe we should wait until they sort that out. Sandeep suggested we invite their Practice Manager when all is settled. In response to the last newsletter we had two applications for new membership, Bill read out their emails to us – the group decided to invite them to our next PPG meeting with a view to their joining. Bill said he would ask Karen if he may send our newsletter directly to Rebecca so it can be emailed to the PRG members, and printed, without having to bother her with the same routine arrangements every time. **Action:** Bill.

8. Date(s) of next meeting(s) – 31st July and 25th September.

Jayne Crampton, Minutes Secretary – 27th June 2013