

FOUR OAKS MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING

MONDAY 2 JUNE 2014

PRESENT:

Veronica Docherty (VD) Chair
Steve Bennett (SB) Vice Chair
David Linehan (DL) Treasurer
Vic Palmer (VP)
Sue Hubbard (SH)
Dr Jean-Claude Desveaux (JCD) GP Representative
Carol Morley (CM) Admin

1. APOLOGIES

Apologies were received from Roy Baverstock (RB), Ganisha De Abrew (GD), Theresa Hyde (TH) and Maureen Webb (MW). VD informed the group that Roger Small (RS) has resigned his membership and that due to other commitments Helen Woodall (HW) would be withdrawing from the committee on a temporary basis.

Action 1.1: CM remove RS from distribution list

Action 1.2: VD let CM know if HW is to remain on the distribution list until she rejoins the group

2. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETING

- a. Notes from the meeting on 27 January 2014 were agreed as an accurate record of the meeting.
- b. Apart from the omission of Terry Hyde as an attendee the notes from the AGM on 31 March 2014 were agreed as an accurate record of the meeting.
- c. VP mentioned the glossary of acronyms that was suggested by GD at the last meeting. This has not been finalised and it was noted that the CCG had a list we could distribute.
- d. VD requested CM attach another copy of the practice leaflet as she had not got one
- e. VD extended her thanks to both Dr Desveaux and Dr Gent for their attendance at the AGM. It was noted that the next AGM would be held in March 2015

Action 2.1: CM distribute CCG acronyms

Action 2.2: CM distribute practice leaflet with notes

3. CARERS WEEK AND PROPOSED EVENT IN OCTOBER

When the subgroup met on 1 May it was deemed too late to organise an event to coincide with Carer's Week (9-15 June). The subcommittee agreed on Thursday 2 October to host a practice event aimed at helping our carers. Notes from this meeting have previously been distributed.

VP has been talking to other organisations involved in Carer's Week and has already distributed his findings and suggestions:

Signpost our carers to the Sutton event

Have PPG representatives at the Sutton event to take on board the views of our patients who attend (VP, TH)

Invite our carers to have input into our event in October

DL asked about a budget for our October event. This will be discussed at the next meeting.

VD asked the committee for agreement to have practice representation at the Sutton Carers event. Agreed

VD asked the committee for agreement to plan an event of our own on 2 October. Agreed

Action 3.1: CM will advertise the Sutton event in the surgery and write to the practice's known carers.

4. SUMMER NEWSLETTER

- a. SH has produced a draft newsletter, which has already been distributed to the committee for comments/approval.

Action 4.1: Committee to forward comments and suggestions to SH by the end of this week, please.

5. PRACTICE NEWS AND ISSUES

- a. Named GP for patients of 75 and over – CM let the group know that assigning a named GP is already underway. Those patients who have not been in and received this information face to face will be written to in the middle of July.
- b. Avoiding Unplanned Admissions DES – The practice has started to identify patients for this DES but we are currently awaiting software from IT to help to facilitate this. The software should be available in the next week or so.
- c. Patient Access is now available and is being advertised on the practice website, on the waiting room TV screens, in the practice leaflet (attached) and posters will shortly be put up around the practice. To date around 70 patients have registered for the service.

Action 5.1: CM will redistribute a copy of the practice leaflet as not all members had this.

6. PATIENT PARTICIPATION DES (DIRECTED ENHANCED SERVICE)

A copy of the DES components for the 2014-15 DES had already been circulated and the committee discussed how we could attract a wider range of patients to the PPG. The committee agreed that before we can look into this in more detail we need to understand more fully the demographics of the patient population and that we should stick to age, sex and ethnicity before we start to look at specific disease groups etc. CM was asked if she could produce a simple breakdown for the next meeting.

The ways in which we inform patients about the PPG and the need for a wide range of patients was discussed. We are currently making it known on the website that we are looking for all ages, ethnicities etc but we need to reach more people. There are currently around 30 members of the virtual PRG but we have been slow in involving them. They receive copies of meeting notes and newsletters, and there is a comment form on the website, via which they can communicate with the practice but they are not further involved, currently.

Surveys – We need to develop ways in which we can improve response to patient surveys. Currently they are circulated by post or by PPG members physically handing them out in reception. Methods partly depend on the nature of the survey, eg if the survey relates to a recent practice visit you can only send to a limited number. A more general survey could be sent to a large number of patients by email (around 600 have agreed to be contacted by email). We need to agree on the next survey very soon in order to have enough time to produce it and distribute enough to get the required number back.

Action 6.1: CM will produce a simple demographic breakdown and distribute to the committee and PRG with the notes.

7. PPG PRIORITIES FOR 2014-15

- a. Create a demographic profile and explore ways to attract a wider range of patients to both the committee and the virtual PRG
- b. Develop a new survey and consider how to improve patient response and feedback on services at FOMC.
- c. Continue to organise the practice Carer's event in October

8. FEEDBACK FROM PPG CHAIR'S FORUM

VD explained that the PPG Chair's Forum is a new group and will take a while to settle down. So far it promises to be a useful group and VD will forward papers to the committee as and when appropriate.

9. BOARD MEMBERSHIP

The group discussed board membership related to the PPG DES and a more representative membership of the patient body. There was also some discussion on more effective involvement of the virtual PPG and a future work-plan and priorities which all members could be involved in delivering.

10. ANY OTHER BUSINESS

The committee asked whether other members of the practice staff could be invited to the PPG meetings to give the committee an overview of practice life from their perspective.

Action 9.1: CM to invite representatives from reception and nursing to join the meetings.

11. DATE OF NEXT MEETINGS: Monday 14 July, 6:30 – 8:30pm.
Monday 29 September, 6:30 – 8:30pm
Carer's Event Thursday 2 October
Monday 24 November, 6:30 – 8:30pm

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