

BLIDWORTH & RAVENSHEAD

PATIENT PARTICIPATION GROUP

Minutes of meeting 19th February 2015 at Blidworth Surgery

Present: Gilly and Brian Hagen, Kath McCready, Jenny and Peter Challenger, Jayne Williams, John Hallett, Rick Gooch (Practice Manager).

Apologies: Elizabeth Simpson, Mary Harris, Keith Young, Linda Rickett.

Minutes from previous meeting approved. Proposed and seconded by Brian and Kath.

PPG Action Plan in accordance with what contained in Des Report.

Friends & Families: F and F sub group met to discuss first batch of results, this generated open comments. Results indicated 60% of patients who completed the form were extremely satisfied and the further 40% who indicated there were issues that needed to be addressed. The group debated how to move forward, and these comments were taken by Gilly, Jayne and Pete to the Practice Manager for further discussion about these, and actions to be taken at a joint meeting on 26th Feb.

Virtual Patient Group: Currently the VPG forms completed by patients from the flu clinics still need entering up. Not to be done until clarification received relating to confidentiality and Jayne is given clearance to put the data together. This will be combined with the data undertaken over the past 3 years.

Fund Raising: It was suggested we continue to have a sub-group to plan fund raising and events. The first meeting of the group will be at the end of March and the draft Events Programme will be brought to the AGM in April.

Staying Well: New name for Expert Patient Course for people with long-term conditions. Despite many of the PPG members using a range of methods to recruit participants to the course, only 3 were firm participants, and this is not enough to run the course. This is to be tried again later in the year, in the hope we will run one then.

Update SRG: It was proposed that Jayne would now be our substantive representative on this group instead of Gilly given her ongoing health issues and that Gilly will still be sub when needed. Proposed Brian, seconded Pete, all PPG agreed the change. At the January meeting Julie Whittaker gave a talk about the new CCG Self Care strategy. Further Care Workers and Volunteers are needed to make this effective. Gilly mentioned that Nottinghamshire Healthcare Trust NHS has been working on the Self Care strategy for 12 years and it is hoped that this will be a combined effort for the benefit of patients and improve services to those with long-term conditions or end of life. - PALS are now changing their name to `Customer Care`. - 111 telephone services, concerns had been raised at the SRG about patients' negative experiences of the services, and Chair of SRG had asked for patient stories. Jayne had provided this and Gilly was writing something up for a patient who had recently had negative experiences in November 2014. – Jayne brought to the group's

attention that there will be a second conference for PPG reps at Southwell Race Course on 3rd July, and that there will be the opportunity at this event to become Dementia Friends. Expressions of interest were asked for, Kath, Jayne, Jen & Gilly would represent the PPG. – Jayne had mentioned at the SRG our experiences of reviewing the Friends & Families Test feedback, and it seems no other PPG's have yet done this work.

Citizens Board (Better Together Strategy): Gilly will still attend this mid Notts development group on our behalf, when fit enough. Her links within the NHS and the community and other members of the group will ensure we are fully integrated with the work they are doing. Next meeting is on 13th March. Gilly will circulate the updated information relating to Better Together and the proposal for the future outlined in the information from the Strategic Board. She thanked everyone for their support of the Better Together team at our Flu Clinic when they supported patients to give feedback about their services of The Practice & local healthcare generally. These comments were heard and taken on-board. Gilly did ask for members support for the C.B. & Better Together at community events and this was viewed as a positive exercise to help us get information from out in the wider community.

Afternoon Teas: Following our first attempt at this way of giving patients information and support as well as making it enjoyable it was suggested that rather than have another Warm, Well & Wise. We have 5 or 6 of this type of event across the two villages. And that the first one of these will be in Ravenshead. Gilly asked the group if they had any ideas about a cheap venue. John to explore using the Cornwater venue for the afternoon, after they finish their events from 2.00pm.

Dementia Friends: It was agreed we would have a sub-group to explore how we move forward on this. It was suggested we have an open meeting and ask experts in this area to speak to the community. Gilly is to explore dates for Dementia Friends training locally.

NAPPS Bulletin: Gilly reminded the group that the information it contains is very interesting, there are issues about the roles of GPs and the development of local healthcare, so well worth a look at. The NAPPS conference is on 6th June this year. The Practice Manager agreed to fund 3 members to attend the event and bring feedback to us. Jayne, Kath & Gilly to go. – Corkhill Award for outstanding work in a PPG, Jayne suggested we put forward for the award, and the group agreed this was a good idea. The deadline is 20th April. Jayne agreed to do the application and the group will support with information.

Promotion/Publicity: It was suggested that the area for our notice board in Ravenshead does need updating and we need to ensure our information is not corrupted by other info being put on top. Gilly updated all boards early this month, and Jayne has produced a display for the Friends & Family Test results. Elizabeth has agreed to keep up the notice boards at Ravenshead & Gilly will still do Blidworth. Gilly will discuss with Jayne & Rick how to improve notice-boards. Printing of our PPG Newsletter increased to 500 in December and feedback was positive. The next PPG newsletter will be out in April. Gilly will link up with The Chad reporter Rob to ensure we get details out in the newspaper.

Gilly reminded members of the NHS Choices website and Nottinghamshire County Council Website. These are currently giving lots of information about patients' choices, transparency of services to patients, developing a Dementia Care agenda etc.

Jayne had got the Carers pack together for Ravenshead and will keep both sites copies updated.

DES Report: Gilly has completed the draft outline of this report and it is now with Rick to complete. Once completed it was agreed that this will be circulated to members for them to look through the document and ratify. Brian, John & Peter to be key readers of the report and ratify with Rick. The report is to be received by the NHS by the end of March. **Rick to action this by the end of February.**

Feedback from Practice: Rick is expecting a CQC inspection at the surgery in coming weeks, and the PPG will be asked to speak to the inspectors when they come. The Newark & Sherwood CCG is now to do all commissioning of services.

The Practice is to change its name to 'Abbey Medical Group' from 1st April 2015 and they are seeking to expand the practice, particularly in line with the trends outlined by the government. Rick is interviewing for the new Senior Receptionist next week, and there have been some excellent applicants for the post.

Nurse Appointments: This is an issue that was raised at the SRG and again recently by a patient. In the past there had been problems relating to sickness absence and staff departures and not being able to obtain the resources of qualified staff. Now the nursing staff is up to full strength and the processes for giving patients appointments with the nurse within a 'reasonable' timescale has been addressed. The individual patient's issues were addressed successfully by the Practice Manager, and now we hope things will run smoothly.

Gilly did suggest that the digital notice above reception at Blidworth be amended and not suggest there may be a four week delay for nurse appointments. Rick to address

Patients Not Attending Appointments: The meeting discussed this issue and in fact this has played a role in patient waiting times. It was agreed to promote our DNA posters again and to take this issue to the SRG for suggestions from other Practices as to how to improve these. Gilly mentioned that this is not a local issue but a national one, and at present no one has a true solution. To be discussed at the next full PPG meeting, and be on our next year PPG Action Plan.

A.O.B. –

CCG Newsletter: - Gilly spoke to the group about the CCG monthly newsletter and mentioned that she had written an article for this month's edition about forming and keeping a PPG and the importance of collaboration with the Healthcare Team.

First Aid Course: - Gilly mentioned that there was an opportunity for the PPG members to do a 2 hour basic training course with The Red Cross at the surgery. The group expressed interest, and Gilly agreed to get a date in the next two months and circulate this to members.

Getting PPG Info Online: There is still PPG information that needs adding to the Practice Website under the PPG Pages. But due to some ongoing issues Jayne with Rick and his Team have to work to resolve these issues over next few weeks.

Registrar Training; Gilly & Rick spoke about this Practice being a training practice for doctors who want to be GPs, and Gilly has been approached to be part of the new intake of doctors' induction into the Practice in April. The group felt this was a positive move in giving patients a voice in their care.

Our next meeting will be the AGM, and for various reasons this is not feasible till April. The group did discuss roles and it was agreed that in future there would be a Chair for the group and Vice Chair. This person would shadow the Chair and gain insight of the NHS and knowledge of wider role. The PPG agreed this would be appropriate. Brian proposed, Jenny agreed and the group voted unanimously that this would be the most appropriate way to work. Gilly reminded the group that we still have other roles that need to be covered and that we need more members from Ravenshead.

Next Meeting AGM THURSDAY APRIL 16TH 2015

Please Note Time 3pm TO 5pm