



Minutes of Meeting

Monday, 18th January at 6.30 pm

Members Present

Grant Stothard (Chairman)
Mandy Wareham
Jean Railton

Geoff Henry
Mary Kay

John Hareshaw
Michael Leany
Guy Freeland

In Attendance

Karen Bestwick

Apologies for Absence

Hazel Mellard

Debra Ford

Jackie King-Owen
Ann McShee

Minutes of last Meeting

Not yet available

Matters Arising

None

Carers Support Group

Emma informed the group that the first carers support group would be held at the Practice on Thursday 28th January @1.30pm. Emma had contacted several organisations and they were all keen to attend. At the first meeting there will be First Contact and the Sitting service. Letters have been sent to our registered list of carers inviting them to the meeting. Emma said she may try and seek sponsorship for refreshments. The PPG were asked to actively promote the carers group.

Chairman's report

Grant had attended the PPG Network meeting and the Quality and assurance committee this month.

Feedback from the PPG Network meeting: Practices represented were Blue Dykes, Creswell, Emmett Carr and CSMC. Emmett Carr was promoting their virtual PPG by putting notices on the back of prescriptions. Emmett Carr had also acquired a wheelchair for their patients.

The group received a presentation from Dan Whalley equality and human rights expert on Hardwicks CCG objectives for 2015/16.

Patient's stories were needed- Karen said the PPG presented stories to the meeting last year and these were sent anonymised to the CCG.

Action- On agenda for next meeting –how to engage with younger people. Consider through the School.

Action- Karen to discuss with DCHS having a wheelchair for the Practice



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Feedback From the Clinical Assurance Committee: Grant informed the meeting that several items discussed especially around bedded care were confidential so could not be fed back. Grant went through some of the reports that go through this group which include safeguarding and risk registers. As CCG are the key commissioners for care homes and EMAS the performance of both of these are discussed at this meeting. Also presented to this group are infection control and falls in the secondary care setting.

NAPP report

Grant had emailed the latest NAPP bulletin to the group. He highlighted the role PPG's could play in promoting online services. Karen informed the group that from 31st March patients will be entitled to apply to view their medical record online. Training was to be undertaken and discussions at the clinical meeting to agree how this would be rolled out would happen on the 10th February.

A further discussion ensued about the amount of appointments that should be released for online booking. Currently we only allow the extended hours to be booked. There was a general feeling that the "on the day" appointments should not be released to online booking. Guy suggested we undertake a survey and ask the patients the question. It was decided that the use of online services would be one of the PPG objectives this year

Action Karen to prepare and disseminate a patient survey regarding online appointments

Grant went through a publication from healthwatch - 10 top tips to get the most from your GP appointment.

Action Karen to display as a poster

Surgery Update

Karen informed the meeting that Castle Street was now in partnership with DCHS as from the 1st January. However it was still business as usual. The plan is for DCHS to take over the management of the Practice from the 1st July. However it was stressed strongly that all clinical staff including Dr Kar will remain at the Practice on the same terms and conditions, so there will be no changes or impact to patient care and services.. The reason for this step is to give some resilience to the Practice whilst retaining the same services for the patients. There will be freeing up to the PM role as tasks such as management of finances, HR and estates will be carried out by DCHS.

Members of the PPG felt that this information needed to be put out to the Practice population sooner rather than later.

Action Karen to discuss with DCHS at this weeks meeting on the best approach for disseminating this information



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Review of PPG Terms of Reference

The terms and reference were reviewed. Two new additions:

13. Represent CSMC PPG at the PPG network meetings and have representation on the Patient Reference Group.

14. Actively seek ways to improve communication between the Practice the Patients and the CCG

PPG Aims for 2016

1. Carers Support Group
2. Promote the Virtual PPG
3. Promote appropriate online

Next Meeting 22nd February @ 6.30pm