Minutes of the Abbey Medical Centre Patient Participation Group meeting January 14, 2015

**Present:** Debs Smith, Joy Stevenson, David Cameron, chairman, Eileen Grant, Janet Clarke, Sue McNab, secretary, Jean Reid, Jean Yarnell, Thelma Hembury, Christine Tyldsley and Richard Hepple.

**Apologies:** Gerry Coppel, Dr Irena Jaram, Irene Goode

**Minutes of last meeting:** Agreed

**Matters arising:** Some of the members of the PPG will be asked to come in and talk to the Quality Care Commissioners when they make their inspection of the practice. This will be at short notice.

**Report of the Patient Reference Group from Abbey member Richard Hepple:** The patient survey questionnaire has been agreed on and will be carried out soon. Members of the public can put written questions to the Nottingham West Clinical Commissioning Group. Some GPs, though not the Abbey doctors, do not agree with PPGs. Other PPGs have organised lifestyle events, have rearranged the waiting rooms, and have organised an exercise class for Parkinsons sufferers. The West End surgery was still in transition, after most of its GP retired at the same time. There had been talk about the idea that Nottingham West CCG should take over the budget for GP practices. Mark Russell, the PRG rep on the CCG board and an expert on the NHS and its history, feels this will give GPs better control. PPG chairman David Cameron said he was sceptical of co-commissioning and referred to recent problems when Circle was awarded the contract for acute adult dermatology at the QMC and some specialists had left. He was concerned about increasing fragmentation of services.

**Priority areas and action plans:** Debs said the practice must come up with three areas to focus on each year. She suggested two could be our setting up of the Diabetes Event and Juggle courses and our dignity and respect survey and the actions developing from that. Members were asked for suggestions for a third idea. They included an open session for patients with mental health issues. Jean Yarnell wondered if we could let patients know who our doctors are and when they are here. Debs said this information is in the practice leaflet and on the website and also on the NHS Choices website. Jean Reid wondered if we might focus on sessions to do with healthy living. Eileen Grant suggested reaching out to carers.  Debs said there had been a lot of work focussing on Carers in our CCG area over the past few years.. Debs wondered if Richard’s idea previously about the Kiss It Better campaign might be looked into. Sue wondered if we could organise a coffee and chat session for socially isolated people. **Action:** It was agreed this will be put forward in the February newsletter. Jean Reid wondered if we could put forward some practical ideas about exercises for the elderly or help with balance. **Action:** Sue will seek advice on this from Age UK.

**Action:** Sue and Richard agreed to meet with Debs to come up with a third idea.

**Juggle:** Sue and Eileen (with her husband John)  had attended a Juggle course and said the four sessions had been useful. Another course is being held at the surgery in April.

**Online patient records:** Debs said by the end of March all practices must allow people to see their records online. The information will include basics such as drug regimes, immunisations and letters from hospitals. Access to more information will be a decision between the patient and their GP. Members of the PPG were asked to be guinea pigs for the system before it goes live in April.

**Any other business:** Debs said she would contact members when the date of the CQC visit is known to ask for help.

**Next meeting:** The date of the next meeting has been changed from March 5 to March 12, still at 1pm, due to a staff training session at the surgery. A date for the meeting in May to be decided at the next meeting.