## UPTON SURGERY PATIENT PARTICIPATION GROUP Monday 14 October 2013 MINUTES

 Present:
 Philippa White (PW),), Chris Milne (ChM), Jo Daniell (JD), Dawn Patterson (DP), Glen Green (GG), Jenny McGowran (JM),), Dr P Bunyan (PB) Lysa Ball (notetaker)

		Action
1	Apologies – Janet Bastick, Roy Tyler	
2	<b>Presentation from Simon Adams, Chief Executive Healthwatch –</b> Introductions took place. Healthwatch Worcestershire ensures health and social care services in Worcestershire are shaped by local needs and experiences. LB will email a copy of the presentation to each member of the group	LB
3	<b>Minutes of previous meeting 15.7.13:-</b> These were accepted as a true record and will be available on the website.	LB
	NB – CM confirmed the need to tighten up on the structure of the meetings and that the length of the meeting should be no more than one and a half hours. Circulate as much as possible before hand, reports should be taken as read and the agenda prioritised.	
4	Matters arising:- Primary Care Web Tool – maintaining good ratings, we are 1 of 3 High Achieving Practices in the area. Just 8% achieve this rating in England. Congratulations from the PPG.	
	<b>GP Ambulance project –</b> formal evaluation by Worcestershire University is underway, generally thought to be a good service. CCG are looking at the Cat A calls for rural areas and response times. This project has been shortlisted for the Guardian Healthcare Innovation Awards.	
	<b>DWP Service –</b> Letter to be sent from PPG, LB to email ChM with the details.	LB/ChM
	Hanley High School Art Work progress – JD has spoken with the Head of Art at Hanley High School who is very enthusiastic with the surgery displaying art work from the school, he suggested that maybe incorporate this at end of the school year with GCSE or A level students art work. Group also felt that talking to the local primary schools to see if they would be interested too. Trustees to consider a hanging system for the art work and PW/JD to get together to discuss further	PW/JD
5	further.           Patient Survey – Discussion took place regarding our in-house survey and PW will meet with a sub group (ChM/JM/GG) to go through the results and make recommendations. Once the recommendations have	PW/ChM/JM/GG
	been agreed these will be sent out to each member of the group. Suggested areas to look at (a) make better, (b) other services and (c) awareness of clinics.	

6	<b>Review of Action Plan –</b> To be discussed with the sub group and PW	
Ū	to email out some dates. PAB felt that demand management should be included in the action plan.	PW/ChM/JM/GG
7	PCC News Commissioning – on agenda twice please see item 9	
8	Patient Led Assessments of the Care Environment (PLACE) – Discussion took place and Upton Surgery will adapt this into their action plan. PW will email group in November and arrange a date for a walk around to complete.	PW
9	Health and Social Care Information Centre – Data Extraction – Discussion took place regarding the new care.data Dept of Health requirement for general practices for data extraction from our systems that now will include some patients identifiable information which is aimed longer term to help health professionals provide better integrated care for patients, especially the frail elderly who move across the NHS and care systems. A leaflet will be emailed by LB to the members of the group. All those who opted out previously will have to opt out again if they still prefer not to participate and the surgery will be sending out letters to those 237 patients. This item is also to be put in the November patient newsletter. This information is already displayed downstairs and on our patient screens. For more information please go to <u>www.nhs.uk/caredata</u> or <u>www.hscic.gov.uk</u> . The staff from the summary care record are attending the flu mornings with information and will have the care.data leaflets available as well.	LB PW
10	<b>Upton Surgery Access Ratings</b> – Discussion took place. PAB confirmed that the resources are not matching the needs. PW gave examples of demands from 2004 and present day. It was confirmed that we tend to do more Saturdays and early mornings than evenings, we provide approximately 69.5 hours of extended hours per quarter, we add locum sessions to help to meet demand but were always full and year on year demand is rising.	
11	<b>Compliments/Complaints/Suggestions –</b> Lots of letters and cards of thanks received, several boxes of chocolates/sweets, flowers and many verbal comments. One specific comment about the cytology clinic and nursing care. Donations amounted to £655 which have been given to UMST. Two complaints were received, one regarding dispensary services which was concluded with a telephone call and the other was regarding the OOH care during the 111 service introduction.	
12	Note Contents of Practice Update (circulated with minutes) – Re- wording of the flu clinics, confirmation that a doctors session is either a morning or afternoon surgery. Confirmed that we had written to the CCG regarding the issues we have had with Emis Web. BT broadband speed needs to be improved and we have been put at the top of the upgrade list. LB to amend and re-send.	LB
13	<b>SWPPG update –</b> CM confirmed no minutes were available but would email as and when received.	ChM
14	SWCCG - Governing Body Meeting Update GG (email sent 3.10.13 – pre-circulated questions only) GG gave a brief update of the	

	agenda items.	
15	Dates for 2014 PPG meetings – 13.1.14, 14.4.14, 28.7.14 and	
	20.10.14	
	Date and Time of Next Meeting – Monday 13 January 2014 at	
	6.30pm	