**LIMES MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP**

**MEETING 11TH APRIL 2016**

1. Welcome from Chair to those present…. Alan Lloyd, John Stocks, Sharon Parkes-Rolfe, Jenny Croote, Dr Jo Southcott, David Burrows, Donnalee Cope, Jane Martin, David Hoon and also Gill Orwin (from Hardwick Clinical Commissioning Group) and Mandy Moody (Limes Medical Centre Practice Manager).
2. Apologies were received from Anne Scott.
3. Gill Orwin was then invited to outline the role of the interaction between our Patient Participation Group and the Hardwick CCG. This was an interactive session, with questions being asked by the members present. Some points covered included:-
* Her role as the lay member of the CCG, very much the patient rep.
* The CCG’s role as locally accountable budget holders (including items such as contribution towards hospital and ambulance costs) for an area covering 15 GP practices.
* The Governing body of the CCG meets monthly, coupled with either a Patients’ Reference Group meeting (bimonthly with representation from the 15 PPGs) or a Patients’ network Group meeting (bimonthly “anyone can come”)
* Big discussion item at the moment is “joined up care” with multiple agencies working together and budgeting together. This should tackle problems such as extremely expensive hospital beds being used up by patients who could be cared more more effectively elsewhere. The aim is to have the right treatment as close to home as possible.
* Discussion about the link between our PPG meetings and the Hardwick meetings. We need to be able to have the Hardwick agenda with sufficient notice so that are representative can attend those meetings with a clear idea of the views of our group.
* The provision of patient information screens across the 15 GP Practices and how this would work. More information to be available shortly.

This was a good discussion and Gill was thanked for coming.

1. The minutes of the last meeting were accepted as an accurate record.
2. Matters arising from those minutes:-

There was a brief discussion of the possibility of self service check-in at reception, a system used in some other local practices. To be discussed at the next meeting.

1. System Online. Take up and understanding. No time for this time so held over until the next meeting.
2. Extra Hours Pilot Evaluation. It seems that the pilot was much more successful at this practice than at some others and the possibility of future funding is hopeful, though not yet confirmed. Interim funding is in place until a final decision is made.
3. Any other business. Two items were raised by Mandy, the Practice Manager.
4. 3 Comments had been made on the NHS choices website. Two were very positive but one was negative and a mystery, as it referred to vaccination advice given by reception staff – reception staff do no give that advice and refer such queries to clinical staff.
5. An update was given about the recruitment of new reception staff – it seems that some good appointments have been made and the practice will seem to be up to full strength, after the necessary induction and training. One member mentioned the extremely efficient and friendly reception service witnessed at 0800 while waiting for an 0810 appointment.
6. Future meetings – Surgery at 6.30 pm

Monday 9th May

Monday 13th June

Monday 11th July