Abbey Patient Participation Group minutes for meeting on November 12, 2015

Present: David Cameron, chair, Gerry Coppell, Christine Tyldesley, Irene Goode, Debs Smith, Sue McNab, secretary, Thelma Hembury, Rosemary Lovell, Dr Irena Jaram, Richard Hepple

Apologies for absence: Eileen Grant, Joy Stevenson, Jean Yarnell

Minutes of the last meeting: Agreed

Matters arising: The surgery has no plans at present to stop providing free information on travelling abroad though it is time-consuming and some treatments required have to be paid for. There is a price list available in the surgery.

The practice has not yet had a chance to discuss the Dignity and Respect survey but it will be discussed by the next meeting of the PPG in January and put on the agenda.

Care Quality Commission visits: Debs said there were 6 of the 12 practices still to be inspected, one of which is the Abbey surgery, and we might have a visit in December.

Patient Reference Group: Sue McNab’s report: There was a presentation by Andy Hall, director of outcomes and information, on the IT strategy for Nottingham West CCG. I have a report people are welcome to read. Questions can be emailed to Andy via the PRG.

Dermatology: There is to be a report to the Joint Health Scrutiny Committee this week. Mark Russell who represents PRG members on the CCG board said a lot of people think the contracting process for dermatology was not gone into. Assurances were required that lessons would be learned for future contracts. He also said people are asking why no heads had rolled.

Action log: Warfarin testing machines. What is the latest. Do we have one?

CQC: The fact it was taking up to six months to produce reports after a visit to a surgery was not felt reasonable.

Recruitment: Some practices have a virtual PPG group for people who cannot come to meetings. The anonymity of these groups was not felt to be ideal.

The Oaks rep reported that their surgery was being inundated with requests to join from patients at other practices in Beeston. The practices were not named.

Response times at the Nottingham University Hospital emergency department have dipped as low as 80% of patients being seen within four hours.

The Patient Questionnaire will be carried out in the last two weeks of January. Our PPG members were extremely helpful at short notice this year so I hope you will keep some time free in January! Mark Russell asked how the CCG would ensure that all practices participate (two did not last time). Craig Sharples from the CCG said PPGs will be asked to support the survey and said practices have an obligation to work with PPGs, being paid to do so under the Engaged Practice Scheme.

Our request for the PRG to send our objection re the Bexhill Court plan to Broxtowe Borough Council was agreed with an amendment to part two. The revised version will be sent to Broxtowe Borough Council by Racheal Millband.

There was talk about a 12% increase in GP first outpatient referrals between July 2015 and July 2015. Clinical lead Dr Mansford wants Nottingham West to have a referral management system similar to one operating in Rushcliffe CCG. He is said to have said it’s not about stopping referrals but about monitoring them and seeing if they are appropriate.

It was suggested our ppg might write to Broxtowe Borough Council calling for public lavatories to be kept open and paid for by the council. This is an issue I have commented on at the PRG.

Agreed to amend the letter re Bexhill Court and to write to Broxtowe Borough Council re public loos.

New member of the PPG: We welcomed long-time patient Rosemary Lovell as a new member.

Golden Years: The next session is on November 19. PPG members to help with teas. Sue to speak to Richard as liaison person with Oldish Spice and to bake a gluten-free cake.

PPG Action Plan: Debs said issues could include recruiting, Lifestyle events and feedback into the newsletter, and patient group enhanced service. While patient complaints are confidential, some general issues can be shared with the PPG. A report will be drawn up at the January meeting. Debs said the surgery was still plugging away at the Friends and Family test, though some patients had filled it in many time times. She said there wwere some nice comments from patients. On the NHS Choices website the surgery scored 5/5 and had 94% good response.

Recruitment to PPG: Debs said we need to revisit this and suggested a New Year drive on recruitment. David suggested using the TV screen in the surgery as more of a recruitment tool and Joy will be asked about this.

It was also suggested having a bigger PPG display in the surgery and trying to plug recruitment via SMS messaging. It was also suggested recruitment could be on the front page of the practice website.

Fund-raising: There was a finalisation of details for the coffee morning on November 27.

Any other business: Proposed closure of Broxtowe public loos: In an effort to save £120,000 a year, Broxtowe Borough Council is proposing to close public loos and ask shops and offices to open their facilities to the public, in some instances for a fee. Richard Hepple was concerned especially about the plight of disabled people and says he is prepared to challenge council leader Richard Jackson to use some of the disabled loos available. The Beeston bus station loos are already fenced off and some children are being allowed to urinate in the open because the next nearest loo is at Broad Gate near the park. Agreed: To write to Broxtowe Borough Council expressing our concerns.

David Cameron admired the new board with pictures of all members of staff at the Abbey PPG, saying it was helpful for people to see who’s who.

A member asked if it was possible to have hand cleanser by the signing–in screen and this will be looked into.

David Cameron said that for family health reasons and because of other commitments he wishes to stand down as chairman. He has been involved with the PPG for four years and would like to take a step back, but hopes to continue as a member of the group. He said: “This is a great surgery. It is an oasis of calm professionalism.”

Next meeting: The annual general meeting of the Abbey PPG will be on January 11 at 6.30pm.