Minutes of the Daybrook Medical Practice PPG Meeting September 11th 2017

Present at the meeting: -

Denise Ward (Chairperson), Christine Singleton, Peter Whitehead, Terry Flynn,

John McKenzie-Smith, Patricia Nixon, Peter Montgomery, Helen Sinclair,

Dr Gallagher (PT)

Apologies for absence

Polly Roberts, David Roberts, Sonia Lane, Wendy Wheat

1.0 Minutes of the last meeting

Agreed

2.0 Matters arising

2.1 Practice parking limitations/ restrictions

A copy of an email from Kendra Hourd District Manager (VIA) has been received from Councillor Weisz (Attached).

It was generally felt by the PPG members that a lack of specific and local understanding existed by the Surveyors and the author of the email to the initial request for a review of the PPG request to Councillor Weisz regarding parking restrictions and the area generally

Action: - JM-S to respond to the email through Councillor Weisz.

3.0 Nottingham &Nottinghamshire Sustainability and Transformation Partnership

JM-S stated that several recent press releases pointed to potential major changes underway in the delivery of health and social care services in the Nottingham and Nottinghamshire area that we as a PPG were largely unaware of.

A new body known as the Nottingham & Nottinghamshire Sustainability and Transformational Partnership (STP) The STP consists of all local CCG’s, Local Councils, Hospital trusts and other stakeholders. This new body is signed up and committed to bring change by an Accountable Cares System (ACS) to health, social services and other care services with cost benefits by 2021

A £2.7m contract has been let by the STP through Capita a large outsourcing agent and strategic NHS partner to Centene UK a subsidiary of Centene a global health conglomerate based in the USA. Centene UK will act as consultants/advisers in the formulation and setting up of an ACS.

Whilst we should not be unduly worried by the proposed change, we as a PPG must be acutely aware of what is happening now and in the future in all matters STP/ACS related that has the potential to affect practice stakeholders.

TF Said that through his business he was familiar with companies like Centene and would undertake some research into their function and workings as a prime driver/mover and their role and goals in taking the STP through to an ACS. Moreover, how the PPG are kept abreast of developments and information.

A general discussion followed regarding the proposed ACS. Dr Gallagher said there was very little information filtering through at this time to GP’s/staff.

Action: - JM-S/TF Produce paper/information for the next meeting summarising the purpose and goals of the STP/ACS and how we as a PPG get involved and kept informed.

4.0 NHS England Survey

Terry Flynn has undertaken a detailed root a branch review of the survey questions and answers of the NHS England Survey reported to the July meeting. He has undertaken a comprehensive review and produced a piece of work that provides a further survey study of patients, looking to their needs rather than wants when analysed across a refined study. The study reveals 2 distinct patient groups, each with differing needs

His work and statistics which were graphically presented demonstrate that through ensuring focussed questions are posed to patients of the practice his study evidences the Daybrook Medical Practice can with question refinement demonstrate marked improvement in patient satisfaction. Well done Terry a great piece of work!

5.0 Newsletter content

Denise Ward asked the PPG members to be more proactive, focussed and timely in getting news items and articles that will raise patient interest in the Newsletter.

6.0 Christmas coffee morning

Denise Ward called for a PPG vote on the continuance of the Christmas coffee morning. It was unanimously agreed that the Christmas coffee morning would not be held this year.

7.0 PPG meeting speakers

Denise Ward informed the PPG that Cheryl from Rowland’s Pharmacy would address the PPG in the New Year.

8.0 Appointments

Peter Montgomery asked why all the appointments appeared to be allocated first thing in the morning and quickly gone?

Helen Sinclair explained that this was not the case and that appointments were released daily, however, some were always held back for walk in/phone in patients who had urgent need. Helen requested Peter to drop by the practice and speak with her. Helen would explain and show in more detail the appointment allocation procedures in place.

9.0 Date of the next meeting

The next meeting of the Daybrook Medical Practice PPG will be held on Monday 6th November @ 5pm in the practice meeting room. The meeting closed at 6.45 pm.