

MINUTES OF PPG MEETING 7th MAY 2013

Present: Pat Lunn, Nick Derbyshire Sandra Watkiss, Christine Waddington, Dan Zamoyski, Judith Clay, Shaun Snow,

Apologies: Anne Mack, Gill Roberts, Billie Reeves, Pat Miller

MINUTES OF LAST MEETING: Approved.

MATTERS ARISING: Following the discussion at the last meeting around patient empowerment and lack of hospital/GP communication concerning discharges from hospitals, Sandra wanted to pass on her own recent experience of efficiency and effective monitoring.

PPGs

Purpose

Nick made a presentation going back to the basics of Patient Participation Groups highlighting their initial purpose. A copy of the slides is appended to these minutes

Constitution

It was agreed the group needed to have Terms of Reference, a Mission Statement or a Constitution, with aims that can be and realistically achieved. Examples of a Constitution for possible adoption can be found on:

<http://www.napp.org.uk/constitutions.html>

If the group felt that it would be worthwhile to get a subscription to National Association of Patient Participation Nick would be happy to organise that.

As it was NAPP Awareness Week 1-8 June this would present an opportunity for the group to highlight their existence.

The Chair would prepare a press release to go to local media.

This led to a further discussion on introducing younger participants and although there are a number of younger people on the Reference Group (ie virtual group) it was felt worthwhile repeating efforts to recruit again, possibly revisiting a presentation evening at Lady Manners.

TELEPHONE SYSTEM

Nick announced that the surgery is about to sign a new contract which will move away from the 0844 number and revert to local calls. Premier Choice have a proven record for delivering a quality service both for surgeries and patients. The new system won't have quite as good a queuing capacity as previous contract and some patients may occasionally encounter an engaged tone. However this clearly reflects the fact that we can only have a finite number of staff available to answer the telephones at any one time. Changeover will be sometime from the end of June and will be publicised at that time via press, flyers etc.

PRIVATE WORK

Nick explained that the practice is a business, GPs are self employed contracted to the NHS. They are asked occasionally to complete forms and carry out medical checks for insurance, hgv licences etc, the general rule being that if they are not required for maintaining health they are chargeable. There was a recent incident where a doctor was asked to sign a proxy vote form and the patient charged in error as the form was one which was one which was exempt from private charges. BBC Radio Derby were alerted and Nick went on the radio to explain the oversight.

The patient subsequently conveyed to us that she was most embarrassed and compromised by Radio Derby-she had not reported the issue herself- but appreciated the way in which we had dealt with it.

CCG STAKEHOLDERS/PPG MEETINGS

The Chair had been to a recent meeting regarding CCG stakeholders and gave a small explanation of the possible role of stakeholders under CCG contracts. The position is still very fluid but it's envisaged that each locality will take responsibility for different areas of provision such as urgent care, integrated care, childrens services etc, with Leads being allocated throughout. A website is currently being developed where comments on users health service experiences can be made.

Dan asked if the powerpoints were being sent out for those who missed the meeting but Chair thought not. He also asked if the representative on clinical groups would be selected from Patient Participation Groups. Chair unsure but would check with Pam Purdue. Dan will also make his own enquiries.

Chair would invite Pam Purdue to speak at a future meeting.

ANY OTHER BUSINESS

Dan asked if it was yet known who would be replacing Dr Wooster and if there would be continuity. Nick advised a locum will pick up Dr Wooster's clinic until a replacement is formalised.

Post meeting note; Dr Izzy Clayson who has been with us as a Registrar for the last twelve months, will be joining us as a partner from the beginning of August. Pending this date. Dr Laura Caley will be working Mondays and Wednesdays at the Practice in a locum role.

DATE OF NEXT MEETING: 2ND JULY 2013 AT 6.30PM