

PPG MEETING 2nd July 2013

PRESENT: Pat Lunn, Nick Derbyshire, Heather Swindell, Gill Roberts, Judith Clay, Pat Miller, Dan Zamoyski, Sandra Watkiss, David Walker, Sean Snow, Yvette Hutchinson (Practice Nurse)

APOLOGIES Bill Kirkland, Billie Reeves, John and Wendy Riley

MINUTES OF LAST MEETING (May 2013) Approved.

MATTERS ARISING: Dan felt that issues were raised at meetings but not pursued; things did happen such as the list of services that was placed on notice board in reception, but not all ideas followed up. Dan asked if procedures could be tightened so that an Action Plan was recorded on the Minutes which the Chair could then review at the next meeting to assess what action had been taken and what had been established/achieved.

David had passed to the Group the dissatisfaction of some patients that they weren't made aware of doctors leaving and felt bewildered at all the staff changes and the turnaround of the Registrars.

Nick informed that GPs wanted to erect a photo board with short biog and length of time they would be staying with the surgery. David queried if contracts would now compel GPs to inform patients of their intention to leave/retire. He was told that could not be done and that the practice, through newsletter etc. would do best to make sure patients are kept up to date. Shaun felt that the practice did very well advising patients as a whole of changes and that it was unreasonable to expect patients to be informed individually.

Chair welcomed to the meeting PAM PURDUE, HEAD OF PATIENT EXPERIENCE.

- **Presentation Of PPGs And How They Can Work And Contribute To The Services Offered By The Practice**

(See attached Pam's handout "The Role of Patient Participation Groups")

Pam wanted to give a sense of how the Patient Experience team can support PPGs. She gave a brief history of how funding had been influenced by PPGs in the past with per capita allowances being delivered as an incentive for the formation of Patient Groups. These incentives were then broken down and applied for the undertaking of surveys, action plans reflecting survey results and the implementation of such plans. This has led to the development of very diverse patient groups with some focussing on harnessing funding where others merely invite speakers and hold social events.

However, under the terms of the new structure, Clinical Commissioning Groups are compelled to seek patient opinion on services with an emphasis on 'no decisions about us without us' meaning that PPGs will have an important role as the conduit for those opinions. Many PPGs were choosing to link to other groups and Pam mentioned the National Association of Patient Participation groups which was discussed last month and for which the surgery has offered to pay the joining fee.

North Dales CCG has only recently appointed a locality manager. She is Naomi Compton. Members from the network and representatives from voluntary groups will form locality forums and organise stakeholder events, the next one being on 16th July at the Agricultural Centre, Bakewell. Patient experience will be gathered at these events as well as providing information. The lay rep on the CCG will feedback from the events and will also be able to action issues raised by the Participation Groups.

- **Update on This Years Direct Enhanced Service**

Pam gave out leaflets highlighting issues pertinent for sharing (see tri-column page)

Pam advised that many Groups had undertaken their surveys Pam (the current two year survey which had now been extended to three years would probably be the last funded survey) but were unsure what to do next and highlighted the potential roles of PPGs on future health services: development of services, how they are accessed, how they are financed, run and monitored. Dan asked if all the information would be available on a website. Pam explained the service is currently evolving and there were considerations to be taken into account, ie determination of the level of knowledge of the enquirer.

It was discussed whether information could be relayed through touch screens and Nick advised that the GPs were concerned about the level of complication surrounding licences and copyright.

David asked if budgets were available for special projects, ie touchscreens and Pam informed number of touchscreens (approx. 30) were available through Patient Experience to be placed in surgeries but they were just awaiting approval on family use. The company providing the screens would undertake training for inputting information to be viewed by patients.

- Healthwatch/Pals

Local Involvement Networks will be known as Healthwatch from April 2013 and will feature individual consumer champions for Health and Social Care, reflecting diversity and ages, reporting to CCG and Healthwatch England. They do not act on specific issues or concerns but do offer signposting for access to other services and will foster best practice.

Dan asked whether approaches would remain anonymous and Pam pointed out that they only focus on themes and trends.

Nick gave a resume of the previous role of Pals as a complaints body and the route to the Ombudsman and Pam advised of their revised role and the fact that they are no longer take complaints concerning GP services.

CQC's Guide to Working Together

The CQC will now be visiting GP Practices. Two reports have been done in Derbyshire and a lot of time was spent sitting in reception talking to patients and to PPG members. Nick advised that staff have been preparing for months, were required to be compliant in 16 areas and to date felt they were compliant in 8 of those. A recent 'practice visit' performed by LMC rep was heartening – staff were confident and positive in those areas they were questioned on. David questioned whether worthwhile putting in huge effort when there were so many changes within the NHS and wondered if Group should focus on listening to patients. Chair felt they were already doing that by means of survey etc.

AOB

Nick informed the meeting of the impending reversion of the telephone system to a landline number, expected to be 816636. It was hoped an article in the Peak Advertiser would advertise the change of number.

Chair thanked Pam for all her help and advice and Pam kindly offered to return if she could be of further help.

DATE OF NEXT MEETING: TUES 10TH SEPTEMBER AT 6.30PM