

PPG MEETING 6th November 2013

PRESENT: Pat Lunn, Chair
Heather Swindell, Jill Roberts, Billie Reeves, Anne Mack,
John Wickham, Dan Zamoyski, John Riley, Shaun Snow, Pat
Miller, Judith Clay, Sandra Watkiss
Nick Derbyshire, Practice Manager
Nicola Turner – Reception/Secretary - Minutes

APOLOGIES: Wendy Riley
Bill Kirkland
David Walker

Minutes of Last Meeting (September 2013) approved –
Under AOB – Yellow Cards – Pat – reads ‘CBS’ should read ‘CVS’

MATTERS ARISING: None

Flu Campaign:

Nick reported that the Flu campaign had been successful to date with 1700 vaccinations. In addition to the flu clinics which have already been held Doctors and nurses have vaccinated opportunistically. There are further clinics due in Nov. All surgery staff have been vaccinated. In previous years the NHS target was to vaccinate 75% of 65 year olds and over. & 60% of under 65s who have chronic problems. Targets have previously been achieved. Under 65s target increased to 75% this year.

Saturday morning clinics also held for a new cohort this year of 2-3 year olds. Approx 80% uptake achieved. The CCG placed an advert in the Peak Advertiser which appears to have helped with uptake.

Patient Questionnaires:

Patients are now being invited to complete the Patient Survey. It appears from the responses that many patients are still not aware of the extended hours despite the extensive communication of these over a number of years. The survey will be given out for another month. The survey is also on the website but only 7 have been completed online to date.

Distribution of Yellow cards:

Yellow cards were printed out and Pat took some to the CVS and John took some to the Medway Centre. Dan will collect some and take them to the library, children’s centre and day centre.

Report on the PPG Network Meeting:

This was circulated to members of the meeting. Dan and Pat attended the meeting at Bakewell Agricultural Centre. The next meeting is Stakeholder on 11th November 2013 at Cliff College, Calver from 3.30pm to 6.30pm.

Group Constitution/Terms of Reference:

Every Practice should have a Terms of Reference.

Two Terms of Reference were referred to:

The PPG of The Victoria Medical Centre in Westminster, London; and
The Highcliffe & Mudeford Patient Participation Group

It was suggested to mirror Highcliffe & Mudeford (with some amendments) but use the aim of Victoria Medical Centre.

Discussed – Draft copy attached

Membership of National Association:

Dan provided hand-outs - the membership has a fee (ND to determine and to organise payment). The officers of this organisation have to live in Derbyshire.

Any Other Business

Touch Screen – A new touchscreen is to be introduced into the surgery. This has funded by the CCG and there is a one year licence. A survey/questionnaire will be installed in the touch screen which will be determined by the CCG.

Baslow PPG Project

A lunchtime session was held at Lady Manners High School for 6th formers. There were about 15/20 attendees but no 6th formers from Bakewell attended. It appears that students tend to get information on Health Advice from the TV.

DATE OF NEXT MEETING: TUESDAY JANUARY AT 6.30PM

TERMS OF REFERENCE OF THE PATIENT PARTICIPATION GROUP

Name

The group shall be called the Bakewell Medical Centre Patient Participation Group

Aims

The aims of the Association are to promote co-operation between the Practice and Patients to the benefit of both.

Membership of the Group

Membership of the Group shall be open and free to all registered Patients of the practice.

Objectives:

Be a Patient voice: promoting a patient led culture

- Provide a choice of medium for patients to give feedback & comments about the Practice to the PPG
- Develop community profiles & engagement, and collect community intelligence
- Use information gathered from patients to discuss problems and potential improvements with the Practice
- Support the CQC inspection process
- Contribute to the Patient Newsletter
- As appropriate represent the patient voice beyond the Practice

Promote better healthcare & treatment

- Provide information to promote self-care and understanding of long term health conditions
- Raise awareness of and access to other support agencies
- Work with the Practice to improve the take-up of vaccination programmes
- Encourage communication of public health messages

Challenge & Support: help the Practice to improve service delivery

- Identify opportunities to improve the patient experience
- Wherever possible the treatment of patients within a safe, risk-free environment
- Promote improvements by identifying developments and best practice through local, regional & national networks
- Work with the Practice to help it address the challenge of change
- Review patient targeted material

Develop PPG Influence through Good Practice

- Affiliation to appropriate organisations to keep aware of local and national initiatives

- Observance of Data Protection Act and PPG Confidentiality Agreement e.g. when handling patient or Practice material
- Development of protocols to respond appropriately to patients, the Practice and outside bodies. Where no protocol exists, reference initially to the Chair, where activity may create a reputation risk to the PPG or the Practice
- Periodic review of insurance cover, Roles & Responsibilities and PPG protocols

Networking with appropriate groups to share experience and influence services

Membership

- The group shall normally consist of no more than twenty (20) patients of the Practice, and this should aim to reflect a cross section of the patient body without discrimination. Ex-officio or affiliated members will be allowed at the discretion of the group, but will have no voting powers.
- Ideally members should have active involvement in the community, but will not formally represent other organisations.
- All members must sign a confidentiality agreement with the Practice.

Meetings

- Meetings will usually take place on the first Tuesday of each month at 18.30 and will normally be held in Bakewell Medical Centre.
- Meetings will be attended by both PPG members and the Practice