

# Chilwell Valley & Meadows Surgeries

## Patient Participation Group Meeting

Monday 13<sup>th</sup> May 2013 at 6.30pm

### Minutes

**1. Present** – Glen Swanwick (Chair), Sheila North, , Dr Dick Churchill, Dr Carolyn Lott, Linda Allum, Nick Shelley, Mike Lewis, Steph Flint, John Shacklock

**2. Apologies** - Martin Stockdale (Vice Chair), Doug Harper, Susan Bexon

### **3. Minutes of Last Meeting**

Alison Harvey sent apologies to the last meeting and this was not recorded on the minutes.

### **4. Matters Arising**

The websites have now been updated.

The group expressed concern regarding the bus stop for the surgery while the road is closed outside Valley surgery for the tram works and wondered if it would be possible for buses to stop at the corner of Inham Road. It was decided that the group would attempt to get the bus route changed to allow this to happen.

Concern was also expressed about the difficulties of working at The Valley while the tram works are ongoing. It was agreed that a representative from NET would be invited to the next meeting to talk to the group and answer questions.

### **5. Issues arising form Nottingham West CCG Patient Reference Group Meeting**

Martin had sent the following report from the last Patient Reference Group Meeting.

“GPs in the CCG are paid extra for a Local Enhanced Service to provide extra support to patients in Care and Residential Homes. There seems to be little or no detail available about this old contract (dating from 1999) and no audit trail. The CIG is asking the patient representatives what services we would expect the GPs to be providing for this extra payment (which I believe is £50,000 for the CCG). Do the attendees at May’s PPG have any views on this? We need to feed back to the June PRG Meeting.

**- The group had no views to feed back.**

Oliver Newbould had an agenda item on “Potential PRG’s contribution to CCG’s work programme” at which the CCG managers were asking the PRG to debate specific issues at specific meetings to feedback patient views to the CCG (you should have had an e-mail about this itemising the proposed items for discussion at each PRG meeting). I suggested that it would enhance the process if the CCG could give the PRG an e-mailed position paper on each topic a while before the meeting so we could e-mail it out to local patients to ask for their views before the PRG meeting. We need to know if the practice (Lynda or Dick) is willing to forward such documents to their list of patients who have given their e-mail address to comment on patient issues. Can you ascertain this please?

**- This was not discussed**

The PRG were asked in Matters Arising if they had comments on the 111 service and the issue was raised (by me) that the computer allegory used by 111 too often ends with “You should attend A&E within the hour”. This is often the case when such a visit would prove unnecessary and tend to overload A&E. The issue was noted by Oliver Newbould who will take the issue forward.

**- no-one from the group had an personal experience of using NHS 111 so there was nothing to feed back**

The main item was a presentation on the Francis Report about the Mid-Staffs hospital enquiry. The main issue being taken up by Jim George (PRG Rep) who is leading a Task and Finish Group on the topic is how to get patient views freely expressed and how to get them to result in actions.

**- The group considered that this report raised issues which affect Gps and which we need to be aware of.**

- The report from the Governing Body highlighted concerns over the performance of the Ambulance Service. It was reported that the CCG has expressed its concerns and a new contract has been agreed which includes new investment into the service to try to improve response times and this is now being progressed.

**- The group reported no personal experience of using the ambulance service**

An issue that will be debated at the next PRG is the thorny issue of trying to get a set of standard questions across the 12 practices on their annual surveys. The managers of the CCG are pressing for commonality so I think the pressure on our practice is going to increase – perhaps you need to raise this one again at the PPG.

**- The group agreed that they want to keep our own validated survey with the option of adding their own specific questions.**

## **6. Practice progress report on 2013/14 PPG action plan**

Dr Churchill reported that the photographs are being organised and we are looking at further ways to promote online booking. Steph suggested adding an information slip to each new patient pack that is given out when patients first register with the practice.

Sheila North agreed to write an article about the patient participation group for the next newsletter by the date of the next meeting.

## **7. Any Other Business**

Dr Churchill told the group about patient involvement in student teaching and it was agreed the this should go on the agenda for the next meeting.

## **8. Date of Next Meetings**

Monday 1<sup>st</sup> July at 6.30pm at Meadows Surgery

Monday 2<sup>nd</sup> September at 6.30pm at Meadows Surgery

Monday 4<sup>th</sup> November at 6.30pm at Meadows Surgery

Monday 6<sup>th</sup> January 2014 at 6.30pm at Meadows Surgery

Monday 3<sup>rd</sup> March 2014 at 6.30pm AGM at Meadows Surgery