

THE VILLAGE SURGERY

PATIENT PARTICIPATION GROUP MEETING

Held Monday, 31 July 2017 at 6pm

ATTENDEES: Eric Shone – Chairperson Sylvia Davis
Paul Swinhoe Leo Clare
Graham Davis Christine Payne
Jacquie Evans - Minutes

GUEST ATTENDEES: Sheila Bonehill Albert Bonehill

APOLOGIES: Gerry Grant Victor Duraiswamy

Both Christine and Eric welcomed Mr and Mrs Bonehill to the Meeting.

MINUTES OF LAST MEETING:

Eric asked about the Online Services and how it can be accessed etc. Christine explained that a form was generated and then the Patient is able to access the 'Service' to request a Doctor's appointment, repeat prescriptions but not possible to request a Nurse's appointment as depending on the service required would identify the 'time' allotted.

Leo said she would be interested in learning how to access the 'Service' and then would be able to assist any of the other patients that required help in using it. Christine said she would find out about this and let Leo know. **ACTION: CHRISTINE**

Eric asked if this could be an item for the next Meeting.

PRACTICE ITEMS:

Christine said the Carers Association Support/Information Files which were received monthly by the Practice were no longer going to be available. Leo suggested the possibility of a 'Talk' by the Carers Association with the possibility of the Meeting being bought forward if necessary. This would be further discussed once it was known if this was feasible. **ACTION: LEO**

Changes in GPs: Christine informed the Group that currently there was only Dr Manian and Arora in residency with various locums supporting the Practice during the Summer months with the possibility of a new Doctor in November.

Care Navigation: Christine explained this new procedure in that the Receptionist would be asking more questions when a patient contacts the Practice to make an appointment to see the Doctor thus giving patients more alternatives/choices etc. Patients were not obliged to answer these questions if medical or did not wish to.

Leo said if the Pharmacists were unable to help they would usually direct people to the Doctors

Dr Arora joined the Meeting and asked if there were any questions etc. for her and again mentioned the Doctors who had left the Practice and that a replacement was due in a couple of months. She said if she was needed she would be in her office.

ANY OTHER BUSINESS

Locality Meeting – June

Leo said the Meeting was grossly unattended, only two people, a Doctor Emma Sutton and herself. The possibility of grouping together with other Practices because of the lack of attendees.

Leo gave an overview of the above 'Question and Answer Session with Doctor Sutton regarding the 'Sustainability and Transformation Plans (STPs) and that although it was very idealistic it had got to happen on how the quality of health and social care would be tailored around the local population and reduce financial deficits across Staffordshire and Stoke on Trent.

Jacque said she would scan the Minutes of the Meeting so that the Members would be able to read the notes in more depth and at their own leisure. **ACTION: JACQUIE**

Leo asked if the 'NHS 5-year Forward View' Plan could be discussed at the next Meeting.

NAPP Newsletter – June

Leo explained how different services may be provided by particular Practices i.e. Asthma etc. Information on this and other items discussed had been emailed to members on the 19 June 2017.

NAPP Newsletter – May

Sylvia gave her 'bullet points' i.e. Diary Dates including AGM on 24 June and Conference on 'Patients, Power & Partnerships as well as the PPG Awareness Week Resource Pack which can be downloaded.

Concern expressed over the 'rolling-out' of extended access without a full understanding of the issues in the variation of patient experiences, targets not met, staff retention problems etc.

A King's Report highlighting influences of local environment, social/economic factors, education, income etc. and what this means for the NHS with regards to the meaning of 'Improving population health'.

One Year On – there is a 'call' for urgent implementation of the promised extra BMA funding after comments on a 'mixed picture' in the first 12-months.

Blood Pressure & Self-Screening – Study by Oxford University Researchers found more of this could increase detection and that 'home-monitoring was quite successful.

Provision of Community Care – The Independent Health Foundation Charity published information on 'Community Care Contracts' held by 78% of CCGs in England felt that more needed to be done to understand the capacity and capability of CCGs to successfully commission Community Care from such a large and varied Group of Providers and to assess the quality of care. It was felt this was particularly important as

the direct of the Policy encourages a shift of care out of the hospitals and into the community.

Dementia Care & Support Costs – Alzheimer’s UK Report revealed that 50% of UK adults surveyed had not started to consider the future possible costs; it also revealed the ongoing stigma around Dementia and called for greater support and access to information.

Christine mentioned there was now a Community Dementia Nurse within the Practice and that it may be possible for her to attend one of the future meetings. **ACTION: CHRISTINE**

Leo said she would also look into the possibility of other Speakers attending future PPG Meetings. **ACTION: LEO**

Sylvia said she was finding the NHS Acronyms difficult to understand. Jacquie agreed to resend the list she did previously. **ACTION: JACQUIE**

DATE & TIME OF NEXT MEETING: 25 September 2017 at 6pm