



PATIENT PARTICIPATION GROUP

MAY LANE SURGERY

Minutes of a Meeting held on the 12th February 2016 @11am

1. Members Present:

Chris Osgood (Acting Chair), Marcia Heaven, Harry Atkinson, David Thould, Maureen Hebron, Leslie Cross, Hayley Bewick,

2. In Attendance:

Wendy Hunter (Surgery Manager), Dr Tom Yerburch, Dr Simon Opher

3. Apologies:

Mike Baker, Sally Hayward, Fiona Madden, John Hobson, Joan Gummer.

4. Minutes of the Last Meeting 11th December 2015 & Matters Arising:

Chris Osgood advised the group that he would be stepping down from secretarial role with immediate effect. The group was asked for a representative to undertake the secretary position but unfortunately no interest shown from attendees. It was agreed that Wendy Hunter would take the minutes at this meeting but stressed that this could not be a permanent solution. Dr Opher thanked Chris for his secretarial support over the years and the group endorsed this. **ACTION: All a PPG secretary to be appointed to be discussed as an agenda item for next meeting**

Chris Osgood advised the group that since the last meeting there have been two resignations: Helen Boxall and Ron Manual. Leslie Cross commented that potential reason for resignations was partly due to Code of Conduct discussions at previous meeting and difficulty attending Friday meeting dates. The group wish to place on record thanks for the contribution from Helen and Ron over the years.

A discussion took place regarding the code of conduct and all agreed that the May Lane Patient Participation Group didn't feel it a necessary document for them but this would be reviewed if required in the future. All agreed

Meeting days were discussed as there appeared to be some conflict with members being able to attend on only certain days of the week. Outcome of the discussion was: Meetings to be held quarterly basis each year, try 1 evening in the summer months and 2 days on Thursday and 1 on Friday and then review. All agreed

A discussion took place regarding the minutes' protocol, as a member did not agree that these should be made public prior to being seen by all attendees at the respective meeting. It was agreed that the secretary would circulate minutes to all PPG members with a caveat if there was no reply from the individuals within 1 week that the minutes would be deemed to be approved. The amendments (if necessary) would be discussed at the next meeting- Minutes the approved and to be sent on to David Thould to place on website. - All agreed

Amendment required to 11th December 2015 as follows: page 1 item 5 line 2 wasting lists change to waiting list - **Action Chris Osgood**

Art class - Dr Opher confirmed that unfortunately this was not allowed to be offered to under 18years due to an issue with consent. Dr Opher is currently working with Redknock School to look at similar opportunities but there are potential funding implications

Lighting in the Car Park - Wendy Hunter reported that there is no longer a PIR controlled light in the car park so will not progress this matter further at the present time.

The minutes of the previous meeting were accepted by all attendees: Chris Osgood to correct typo and forward to David Thould to place onto website

5. NAPP Report Leslie Cross

PPG Awareness campaign 6 - 11th June 2016. Discussion took place around potential ideas. It was agreed that the group would create an A4 poster to be situated next to the callout screen. All agreed that there was a need to raise awareness. Hayley Bewick volunteered to create poster but would need assistance for content. **Action All to send ideas to Hayley and then poster can be produced by next meeting and approved.** May Lane Surgery will be able to assist with any laminating requirements.

Dr Yerburgh joined the meeting

Leslie Cross enquired whether any of the clinicians had read the documents:

Easier said than done - In her opinion the document appeared to be condescending. Dr Opher confirmed that he had not read the document

Patient Choices - it was felt by all that there was not a problem in our locality

Planning Guidance 5 year review - Dr Opher confirmed that Leslie Cross' comments had been fed back and that a new version of the document had been circulated.

Discussions took place on the Top 5 Health Core Issues:

Mental Health - locally is outstanding and CQC has documented this

Primary Care - Acorn and Walnut Tree have both been inspected by CQC with good and outstanding references

Social Care - there have been funding cuts

Services working together - locally excellent integration with good working practices

Hospital discharges - a working in Group in CCG are looking into reporting and communication issues.

Leslie Cross reported that digital revolution and innovation in particular SMART Phones and APPS could potentially exclude some patients. Concerns were shared amongst the group but also recognised that there were some positive stories that were shared with the group where innovation has assisted with clinical needs. One example the diabetic app

7. Cluster Group Report - Chris Osgood

Chris Osgood reinforced that this group is not intended to take over the local groups.

ICT and OOHs - Dr Yerburch confirmed that this went out to tender last year and is now run by the SWAST. There have been reported recruitment issues due to the shortage of GPs

Integrated Teams - Dr Opher commented that this is working well in our area as we were part of a pilot. The pilot is being evaluated at the present time. Working better is definitely the driver.

Specialist Nurses - Dr Opher and Yerburch confirmed that this was definitely happening and numbers increasing

Draft Questionnaire re DNA - is this due to transport? A discussion took place that patients can get transport to hospital but may not be able to get to GPs. Minchinhampton have a volunteer system in their practice - should we copy? Within our locality there is a Good Neighbours transport scheme in place at a costs (35p per mile) It was suggested that PPG link up with the Good Neighbourhood scheme - **Action Harry Atkinson to link up with local co-ordinator**

Direct Access to MRI issues - Dr Yerburch confirmed that there is a service that can be provided by Linton House (part of the Colbalt Unit Cheltenham) GRH and Chelt Gen have issues due to scan times increasing so not available at present time

9. A.O.B

Leslie Cross asked - should we be "blowing the practices trumpets?" Dr Opher advised that there are strict protocols in place and cannot be seen to be advertising. It appears that other PPG work collaboratively with their GPs with creating CVs for Drs who have specialist area. Chipping Surgery in Wotton under Edge has an initiative - Action: Chris Osgood to find out more from their PPG and Wendy Hunter to liaise with Practice Manager

GP Partners to discuss at their next partners meeting

The meeting finished at 12:00 and it was agreed that the next meeting would be on Thursday May 19th at 6pm