



# Patient Participation Group

May Lane Surgery

Minutes of a meeting held on the 18<sup>th</sup> August 2016

## 1. Members Present:

George Way, Joan Gummer, Chris Osgood, Harry Atkinson, John Hobson, Lesley Cross, Maurine Hebron, David Thould.

## 2. In Attendance:

Dr Simon Opher.

## 3. Apologies:

Wendy Hunter, Rosalind Cameron-Mowat.

## 4. Minutes of last meeting held on the 19<sup>th</sup> May 2016 & matters arising:

David Thould apologised for forgetting to bring the last minutes to the meeting.

There was only one matter arising from the last minutes. There was proposed to be a poster for PPG Awareness Week on the 6<sup>th</sup> June 2016. Joan Gummer said that she had contacted the churches. Unfortunately it had been too late for publication in their respective magazines. A point to remember for future events.

## 5. Cluster Group Notes by Chris Osgood:

Chris Osgood said that he would be interested in having someone accompanying him to the cluster group meetings, someone who could assist with taking notes.

John Hobson reported difficulties with out of hours doctors. In particular getting someone to talk to rather than someone who just answers the phone. After a day of trying to contact a Doctor an emergency 999 call had to be made.

Dr Opher joined the meeting.

Chris Osgood asked Dr Opher about out of hours GPs and difficulties arising. Dr Opher reported that the service was at the present time run by the ambulance service and was in the process of being reconfigured. Dr Opher said the present system was not perfect but was one imposed by the government and one they had to work with. Solutions were being worked on. Dr Opher added that it was worthwhile making a complaint as it would reach the right people and be taken notice of.

John Hobson reported similar problems with Arriva in getting transport to hospital. In particular arriving late or missing appointments all together.

Lesley Cross reported a similar problem with the 111 service and a trip to Stroud Hospital for a non-urgent prescription

The general consensus was making complaints was a positive way forward.

## 6. N.A.P.P. E-bulletin. Report By Lesley Cross:

There was a question and answers discussion between Lesley Cross and Dr Opher. Summarised here and written up by Lesley Cross.

### QUESTIONS AND ANSWERS WITH DR OPHER RE: NHS Reform

Lesley Cross had studied the Five Year Forward View document on the NHS reforms and the E-Bulletin regarding the Sustainability and Reformation Plans

Make-up of Clinical Commissioning Group – **this usually covers the historical county but can cover varying size areas/populations**

Who monitors them – **NHS England**

Are plans monitored for overlapping services – **yes**

Time scale - **STP for this area has been submitted and confirmed a good plan**

Will hospitals carry on ... **Yes – hospitals are currently struggling so this is aimed to wean off some of the pressure to hospitals**

Will hospitals be run in tandem with the new services – **yes**

Any talk of additional finance - **no**

Decisions on location Place Based Model – **there will be one in Berkeley, Severn Vale and others are planned**

Who will pay for development of computer systems – **NHS budget**

Who will own any of the additional buildings – **NHS**

Living in healthy active communities – care in the community doesn't currently work – **due to shortage of money**

What about Data protection with joined up services – **some feel the DATA protection goes against patients sometimes**

Reduce variation – **use of medication will be monitored to ensure the best one is used but if possible the cheapest version**

Heavy reliance on volunteers – will they have any indemnity – **no, that will be down to those they work for ...**

Why promoting Workplace Wellbeing Charter that is the responsibility of the employer – **the NHS is the greatest employer locally and we will make sure the premises conform to these requirements**

Why a network of integrated urgent care centres plus an Urgent Care clinical hub, shouldn't these be combined – **Yes that makes sense**

This STP includes a focus on respiratory care pathway - **will that include Neuromuscular diseases – yes**

## **7. Any Other Business:**

Lesley Cross raised the question of bereavement information on the Surgeries Websites (Acorn & Walnut). As to the provision of information on

bereavement whilst away from home, for example on holiday. Dr Opher said he would see Wendy Hunter about this matter.

John Hobson raised the question of obtaining medical records online. (Walnut Tree Practice) The records did not seem to be fully available. Dr Opher explained that the patient had to give consent for their own medical records to be put online.

Harry Aitkinson said the group would like to congratulate Dr Opher on his MBE. The group gave their congratulations.

The date of the next meeting was set as Thursday the 20<sup>th</sup> October 11.00am and the meeting closed at 11.55am.