

# Patient Participation Group

## May Lane Surgery

Minutes of a meeting held on Thursday 28th June 2018

### **1. Members Present:**

Maureen Hebron, Lesley Cross, Harry Atkinson, Marcia Heaven, George Way, David Thould, Joan Gummer, Shirley Hill.

### **2. In Attendance:**

Dr Simon Opher, Dr Michelle Doidge.

### **3. Apologies:**

John Hobson, Rosalind Cameron-Mowat, Wendy Hunter (Surgery Manager).

### **4. Minutes of last meeting held on the 18<sup>th</sup> August 2016 & matters arising:**

There were no minutes due to problems.

### **5. Clinical System Change – Wendy Hunter**

Dr Opher informed the meeting that the computer systems within the practices were changing to bring them inline with other practices. The reason for the changes was to work more closely with other practices and if necessary share data with other practices. The changes will take place in the Autumn, the exact date to be confirmed. The biggest change will be for the Acorn practice, which will then have online access.

### **6. Prescription Ordering Centre (POC) – Wendy Hunter**

The Prescription Ordering Centre was a trial scheme that the health authority has found too expensive to run.

Dr Michelle Doidge joined the meeting.

The practices will now run the prescriptions services as before.

## **7. E-bulletin May 2018 Notes by Lesley Cross.**

PPG Awareness week - - Lesley said when she attended the QOF Review meeting in Bristol the other attendees were nearly all PPG members and they talked a lot about what they had done and managed to achieve. She got the impression their Groups were bigger than ours. This bulletin reminded that we had done nothing about Awareness week 4th – 9th June. Lesley wondered if these groups had managed to do more because they had more members or if they had more members because they did more. She also said “we have asked questions, got the answers but what have we done with those answers?” Shirley reassured her that the group were larger than many other PPG groups across the district. Marcia Heaven commented that groups can get too large.

Dr Opher assured everyone the PPG group did achieve a lot but said to make a point of ensuring that something is done for PPG Awareness week next year. And he suggested a write-up newsletter about twice a year to pass this information on. He stated that Wendy compiled a newsletter, which had information written by the GP's and he would ask here if the PPG could take that over. He suggested the group think about it and discuss it at the next meeting. He also said that Acorn Practice were only 2 down from the highest mark for QOF and Walnut were 6 down so overall it is a very good performance.

Have your say on GP online consultations – this had links to two surveys between 8th May and 15th June. No feed back from that. The paragraph advises NHS Digital will, in May, be sending out packs designed to encourage patients to use the NHS e-referral system Lesley didn't ask if these packs had been received but no mention was made of them. Dr Opher advised the opportunity to book an appointment for a GP to ring back is limitless

How patients can book their hospital appointments on line. Dr Opher said this will be available to both practices in the Autumn. It will also be possible to self-book physio appointments too. Lesley asked if people are aware using the online booking and referral system puts them on one computer system – ringing for an appointment puts them on a different system. Last year these two systems didn't talk to each other – has that problem been solved?

Six things you should expect from social care support – there was no discussion on the link guidance developed by The National Institute for Health and Care Excellence

What can the NHS learn from the long-term care system in Japan. This report was produced by Nuffield Trust – an independent health think tank. Dr Opher said he knew nothing about this but was aware that Japan has established care places for the elderly near their home and community – it was agreed by all this was an excellent achievement.

## **8. The Vale Hospital Notes by Shirley Hill.**

Shirley Hill reported that yesterday she had received several emails with regard to the proposal for 10 of the 20 beds at The Vale Community Hospital to be set up as a specialist stroke unit.

Members of the Vale League of Friends had an online discussion expressing concern about the proposal and although a stroke unit may be needed, the Vale was a Community hospital and did not currently have spare capacity to lose beds to a stroke unit where patients may be taking up a large number of beds over a long period of time. One person had contacted our MP, David Drew to raise this issue and also the fact that there were problems with regard to outpatients at The Vale due to the fact that there was a room charge and together with consultant travel fees, it was too expensive to arrange outpatients at the Vale. Whilst the Health Service needs to save money, it should not be to the disadvantage of patients who are often elderly and find it difficult to travel to Gloucester, Cheltenham or Stroud for clinics that could be held locally. There was one member of the League of Friends who was pleased about this as she was looking after a husband who had suffered a stroke.

David Drew was speaking to The Trust but suggested that those concerned write to the CEO and The Chair and request a meeting. Shirley stated that she was concerned about this proposal and would be writing personally to The Trust. She also thought that if the stroke unit proved successful, 10 could

become more and it may be eventually that all the beds would be allocated to the stroke unit. David Thould asked if the PPG should write. Shirley stated it would be a good idea if they wished to.

### **Any Other Business**

Marcia Heaven raised the issue of Data Protection asking whether it effected the surgery. Dr Opher answered that it did and that the surgery was following The reccomendations.

Marcia Heaven asked whether we needed such a huge circulation list. David Thould said he would email the PPG asking whether they wanted to be on the list or not.

The meeting ended at 11.50