

Patient Participation Group

Minutes of the meeting held 22 January 2015

At Moss Lane Surgery

Present	Maureen Guy M Renton S Carlin	John McGrath R Renton J Owens	Lorraine Hogg S Williams J Phillips
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1. Welcome

John McGrath welcomed everyone to the meeting and noted apologies from P Phillips who was unable to attend.

2 Health & Safety/Housekeeping

The fire exits were pointed out to all present in case of emergency.

3 Minutes of the previous meeting and matters arising.

3.1 & 3.2 Newsletter – members confirmed they are happy for John McGrath to continue producing the PPG Newsletter provided he endeavours to include articles in keeping with the aims of PPG. It was further agreed that PPG members would advise John if they had any specific items they would like included in future issues.

Item Discharged

3.3 CQC Reports – at the last meeting John McGrath agreed to contact CQC to ask if they produced any “League Tables” of Care Provider performance as it was felt these would enable patients to make a more informed choice of Provider. John confirmed that CQC had advised that they do not produce anything like this but patients could see copies of the Inspection Reports (for those providers already inspected) on the CQC website.

Item Discharged

4 Survey – Would patients recommend the Practice to Friends and Family

John McGrath reported that a survey of patients attending the Practice during December 2014 had been conducted to determine if they would recommend the Practice to Friends and Family. The survey was conducted at the behest of NHS England.

A total of 301 responses were received and 92.35% of respondents felt they would be either Extremely Likely or Likely to Recommend the Practice

Respondents were given the opportunity to comment on the reasons for their responses and, whilst John had not included these responses in his report he agreed to let the members see the types of comments that had been made.

Action: John McGrath to copy comments to members

5 Clinical Commissioning Group News

5.1 Big Chat November 2014

Pat Renton reported that she had attended the Big Chat and had found it both interesting and informative. Following the event Pat had raised a question with John McGrath about Locality Models.

Prior to today's meeting John had made enquiries as to the exact meaning of Locality models. The response from Jo Herndhofer (Engagement Support Officer) was circulated to the members.

The meeting asked what specific problems/needs had been identified for each locality and whether these needs were being met. Maureen Guy advised that the Practice completes numerous "searches" of clinical records the results of which are fed back to build the Locality Models. John agreed to make further enquiries.

Pat Renton asked where are we in the "5 year plan"

Action: John McGrath/Maureen Guy to make further enquiries ref Locality Models and report at next meeting.

5.2 Breathing Better In Sefton

John McGrath mentioned an article in the latest PPG Newsletter about the event held in Bootle Strand pre-Christmas 2014 and distributed information on attendance etc.

5.3 Transforming Cancer Care Consultation Outcome

John McGrath distributed a short report on the consultation outcome which reported that over 100,000 people had been engaged including 10433 face to face at 117 roadshows and other events and that 91% supported the vision with 88.5% believing the proposals would achieve the vision and improve quality of care

5.4 First Meet for Health Commissioners in 2015

John McGrath handed out details of the location date etc should any members wish to attend.

6. Recruitment

John McGrath went over what we have done already in an effort to recruit new PPG members and advised that although the text messages sent on two separate occasions to different age groups had produced some interest, none of those who had expressed an interest in joining has responded to the further information and application forms sent by John.

The meeting agreed that we needed to consider what else we might do to encourage further recruitment. Pat Renton had previously put forward the suggestion of a one of mailing to all patients but agreed that cost might be an issue using this method. After discussion the meeting agreed on

- 1 an open night to be held at both surgeries with members and staff attending to speak directly to patients. To be advertised with posters in surgery.
- 2 Write again to those patients who had responded to text message and invite them to attend open night.
- 3 Target maternity clinic

Action: John McGrath to agree dates for Open Evening and produce posters. Also to write to patients who had responded to text message with invitation to attend.

Action: Maureen Guy to consider Maternity clinic option

7 Any Other Business

7.1 John McGrath advised the members that Mr and Mrs Heppell would no longer be taking an active part in PPG but that he had agreed that he would continue to send copies of meeting minutes to Mr a and Mrs Heppell and would welcome any feedback that they may wish to provide. John took this opportunity to formally thank Mr and Mrs Heppell (in their absence) for their valuable contribution and support.

7.2 CQC Intelligent Monitoring (I.M.)

John McGrath reported that CQC had changed their method of inspections and that this would mean that our Practice would inevitably be re-inspected at some point. He gave a brief explanation of Intelligent Monitoring (I.M) and distributed copies of the IM report produced for our Practice along with some Frequently Asked Questions for information.

7.3 NHS Business Plan 2014-2017 (Putting Patients First)

John McGrath distributed copies for information

7.4 Patient Survey

John McGrath explained that we would shortly be required to do another Patient Survey – based on concerns/issues PPG members had and asked that all members consider this and feed back suggestions to John

Action: PPG members to let John know what issues/concerns should be addressed in the next survey

7.5 Sue Williams noted that there was no information in surgery (notice boards etc) regarding Breathing Clinic and meeting agreed we need more boards with better segregation of topics etc

Action: John McGrath to review boards

7.6 Practice Premises

There was a short discussion about the possible move to new premises. Maureen Guy confirmed no immediate plans for any move. She mentioned however that NHS England want to see larger Practices in one building providing service fo greater numbers of patients

7.7 Emergency Cord in Patient toilets

Mr Phillips re-iterated his concern that neither surgery had yet installed these

Action: Maureen Guy to consider installation

8 Date and Time of Next meeting

To be advised – but consider date of Open Evening