

Patient Participation Group

Minutes of the meeting held 14 May 2014

At Liverpool Road Surgery

Present	Maureen Guy	John McGrath	Lorraine Hogg
	Alice Varney	M Renton	R Renton
	S Williams	S Carlin	J Owens
	P Phillips	J Phillips	L Heppell
	A Heppell		
	Guest Speaker Debbie Williams – Engagement and Support Officer		

1. Welcome

John McGrath welcomed everyone to the meeting and noted all members were present.

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.

- It was noted that chairs had been provided suitable for those patients with difficulty sitting/standing and that provision of more such chairs was dependent on availability of funds.

Item Discharged

- It was noted that signs had been put in place at both surgeries to notify patients that a Loop system was available.

Item Discharged

- Recruitment

John advised the meeting that a further text message had been sent, on this occasion to patients in the age group 30-39, inviting them to register interest in our PPG. Thus far 10 patients have responded and John has written to these patients giving further details, application form etc. Letters were sent Monday 12 May and John will update the Group on any responses received.

Item discharged

- **Terms of Reference**

The meeting agreed that the existing Terms of Reference were sufficient for our needs

Item Discharged

- **Newsletter**

Members were happy with the content of the first PPG Newsletter. John asked the Group to consider content for the next issue and feed back to him. Initial suggestions from

Susan Williams - include some comparison of performance of Hospitals etc. as recorded in Care Quality Commission inspections. It was felt that this would enable

patients to make a more informed choice when considering appointments through Choose and Book for example.

Paddy Phillips – information about GP's and perhaps staff

Action:

Group members to consider further possible content for next Newsletter.

John to look at CQC reports to determine if details of Hospital performance can be included.

4. Practice Feedback

Maureen was pleased to report that there had been no recent complaints involving the Practice.

5. Clinical Commissioning Group News

Maureen Guy spoke briefly to the Group about initiatives to monitor Unplanned Admissions and explained that the objective was to prevent admissions via A&E and make better use of Care in the Community. We would be looking to provide Care Plans for 2% of patients who would also be given a named GP similar to patients over 75.

See also hand-out from Debbie Williams "About Our Five Year Strategy. Distributed to all attendees.

6. Speaker

6.1 John welcomed Debbie Williams, Engagement Support Officer to the meeting. Debbie described her role and spoke about various initiatives and plans designed to help PPG's in what they do.

These included

- Virtual communication – via email, Google groups text messages etc. Debbie also spoke here about Looking Local, an information service to be available on digital TV, smartphones, internet and WII etc. It was felt that the TV option would be beneficial; for those without internet access.
- Getting different Groups together to share ideas etc. CCG would like to attend these multi-group meetings. These meetings might be to discuss one-off issues or be for general networking between groups.
- Press Release – an article in local papers advising the community about PPG's and their aims. Initially 6 GP practices will be named in the article (including ours).
- Mini chats – to discuss for example what CCG have done in response to PPG input

6.2 At this point Mrs Renton asked how we get to know about Mini chats and when they are taking place. Debbie advised that Practice Managers should get emails confirming dates etc but Maureen said she had not received any.

Debbie confirmed that this information is definitely sent out in the CCG Bulletin to all Practices and that she also asks Practice Manager meeting leads to share the information with their Practice Manager networks.

ACTION: John and Maureen to ensure relevant information from CCG Bulletin is disseminated to all PPG members and, where appropriate, to the wider patient population via surgery notices etc.

7 Next Meeting

John closed the meeting and confirmed the next meeting will be held at Moss Lane in July (date to be advised)