**Patient Participation Group - Heath Lane Medical Centre**

**Date: 13 February 2019**

**MINUTES**

**In Attendance: Apologies: Not in Attendance:**

Sandra Smith – SS Rob Beacham - RB Jim Gayes

Katherine McClay - KM Marion Fellows - MF Maureen Melville

Greg Yates – GY

Joy Verrier – JV

Alison Lee – AL

Jane Bignall - JB

Ian Gould – IG

***Main Meeting***

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| **Agenda Item** | **Discussion** | **Action** | **By Whom/When** |
| **Agenda Item 1**  **Apologies** | Apologies given as above. It was noted that two members who had not attended recently had not sent apologies, and Greg would chat with them to see whether they were still in touch with the PPG. | Gy | Next meeting |
| **Agenda Item 2**  **Minutes of meeting 13 February 2019** | Approved |  |  |
| **Agenda Item 3**  **Matters arising from the minutes** | JB raised the issue of additional demands on Practice staff caused by new nursing home developments in the area. Questioned why this is not dealt with more robustly as part of the planning process. GY said that a letter had been sent to the Planning Authority raising these concerns in relation to the new home on Heath Lane but no response had been received. AL confirmed that the current national planning framework did not embrace local health providers or even the CCG as statutory consultees. Agreed that this was unsatisfactory but something to be tackled at CCG/NHS England. GY agreed to raise this again at next PPG Chairs meeting if a suitable opportunity arose.  JB also asked for clarification of the role of the Practice pharmacist (further to briefing by MF at last meeting) and its relationship to the Medicines Manager and Community Pharmacists. SS confirmed that this was a distinct and separate role, concentrating on detailed medicines reviews with individual patients – also discussed under Agenda item 5. | GY |  |
| **Agenda Item 4**  **Annual Review of Terms of Reference and Role of PPG** | PPG members felt that the role of the Group needed clarification and questioned whether the Practice still regarded the PPG as having an essential and useful function. SS said that the Practice very much valued the PPG in terms of its role as active patient representatives and the useful local knowledge it provided.  SS provided recent examples of this, including the successful completion of Friends and Family forms and feedback on Patient issues arising from ‘meet and greet’ sessions. Important local issues such as the proposed nursing home developments had been highlighted by the PPG before the Practice had any other knowledge of these.  Agreed that the PPG should definitely continue with an immediate focus on having regular sessions in the Surgery to meet patients, encourage completion of Friends and Family surveys and updating of patient contact details. Lesley Shannon would coordinate these sessions on behalf of the Practice. JB agreed to liaise with Lesley on survey form requirements and with IG and/or RB to set up rotas for future sessions.  PPG Terms of Reference to remain unchanged but with greater emphasis on increasing representation through the Virtual Group – see Agenda Item 6. | JB/ALL |  |
| **Agenda Item 5**  **Updates from Heath Lane Medical Centre**  **Agenda item 6**  **Chair’s Update**  **Date of Next Meeting**  **Date of Next Meeting** | Staffing - SS said that the Practice was still seeking to recruit a new salaried partner. Someone suitable had expressed interest but had other existing commitments which clashed with required availability. A final decision should be made this week.  GP Contracts – these now required a 5 year forward view with a new emphasis on sharing GP resources across Practices in a local network (i.e. cluster) with the intention of making best use of particular skills and providing for succession planning.  Pharmacies in Practice – SS confirmed that there was now a qualified pharmacist in post covering the cluster and the intention was still to have one per practice by next year. The role was that of clinical pharmacist going beyond basic medicines management to carry out detailed medication reviews with individual patients and liaising with community pharmacists to ensure the appropriateness of medicines prescribed. In response to a query from AL, SS said that there was currently no link between medicines reviews carried out by local community pharmacists and patient records held by the Practice.  Community Matron – another new initiative proposed for the cluster. A senior nurse to be appointed who would undertake home visits, concentrating on management of chronic health problems and reduction of recurrent hospital admissions.  Network Meeting – a suggestion emerged from the last meeting of Practice Managers that it might be worthwhile to hold a joint PPG meeting involving all four Practices. Agreed that this should be supported – SS to feed back PPG view and await further developments.  Business Plan – this had been circulated shortly before the meeting. PPG requested more background information and clarification of specific items. SS agreed to provide this on a section by section basis over the next few PPG meetings.  Progress on Virtual Group – IG reported that RB and his son had done a great deal of work on this and that the initiative could ‘go live’ very quickly, once proposed changes to Google programme on which it would run had been introduced and assessed. 6th May 2019 was the effective date for introduction of new programme by Google. Initial thoughts were to keep the system fairly simple and tightly controlled at first with ‘virtual’ members feeding in comments and questions by email. Further developments, such as online forums and live chat could be considered in future but would require a much higher degree of management and moderation.  RB had already trialled a simple ‘satisfaction survey’ using the free version of Surveymonkey. More sophisticated survey tools were available with the paid versions but it would be up to the Practice to decide whether these would be worthwhile.  The immediate priorities were to agree that wording of the membership invitation leaflet (first draft circulated by RB) and for the Practice to decide on the level of involvement it required.  SS welcomed the initiative and agreed to give feedback to RB on behalf of the Practice. Also confirmed that an item could be included in Surgery Newsletter to publicise the new initiative and encourage patients to join up.  JB agreed to coordinate views on the wording of the invitation leaflet with a view to having this finalised quickly.  IG to forward copies of leaflet and Surveymonkey link to SS.  Originally fixed for 24th July but now required to be changed to **Wednesday 17th July - PPG pre-meeting at pm, joined by Practice staff at 4.30pm,.** | SS/ALL  SS  SS  JB  IG  ALL |  |