

# Notes of Whitwick Patient Participation Group 7<sup>th</sup> July 2014 (Actions in bold)

**Date of next meeting Thursday 16<sup>th</sup> October 2014, 2pm at Whitwick Health Centre**

Present: Stephen Fitchett, Roy Hill, Lou Carter, Jenny Toal,  
Paul Siddals, Ken Clements Karin Siddals Derek Howe

Apologies Dr Hepplewhite Sue Brown Lise Goen

1. *Election of Chair & Secretary:* Paul was re-elected Chair and Lou re-elected Secretary
2. *Notes of last meeting 6 Mach 2014:* These were agreed and all actions had been completed or included in the agenda. The new calling and information system is working very well with very good feedback. Lou's breast cancer article is excellent and is displayed on the website and in the waiting room. The patient survey summary is very helpful in explaining how the comments were taken forward. **LISA to post all PPG correspondence to Ken**
3. *Practice news:* Nurse appointments are now available on line. Emails have been sent out about online medication ordering. EPS, the Electronic Prescription Service to electronically send prescriptions to a nominated pharmacy is now up and running. Patients can sign up at either at the surgery or at the pharmacy.
4. *Intercare:* This charity sends unused medicines to the third world. **STEPHEN to add information to the web site and discuss co-operation on this with Masons.**
5. *Putting Patients First campaign:* GPs have 8% of the NHS budget, and carry out 90% of consultations. PPG members could write to their MP about this.  
As budgets are cut and demand increases, change is inevitable. The annual patient survey is no longer obligatory but the PPG are keen for it to continue and offered to help with data input.
6. *Whitwick Party in the Park:* This is on 6<sup>th</sup> September in Whitwick Park from 11am to 5 pm, Stephen will co-ordinate our stall and demonstrate on-line booking of appointments and prescriptions, **STEPHEN to put up poster in surgery about it and procure a display board and a gazebo (Roy has a reserve one),**  
**PAUL to procure the "Wheel of Fortune" from CCG (to show who to phone when ill) and to procure balloon, posters and leaflets etc from CCG.**  
**JENNY to bring a rowing machine etc \*(to promote exercise)**  
**LOU to draw up a rota of helpers.**  
**KARIN to procure a diabetes poster.**
7. *West PPG Chairs Meeting 10<sup>th</sup> April .*Notes have been emailed to members. A survey of UHL indicates that it is now "fairly safe". Sileby PPG is promoting befriending, where patients who would like to be befriended are put in touch with a volunteer, as loneliness is sometimes reflected in ill health. This would only work if there were enthusiastic befrienders. **STEPHEN to find out about "First Contact".**
8. *Loughborough Urgent Care Centre up-date.* **JENNY to email the report on last meeting.**
9. *Amendments to Terms of Reference.* It was agreed to amend the TOR as below
10. *Health Awareness Campaigns.* After discussion, it was agreed that an end of life care awareness and an obesity awareness campaigns were not appropriate for our PPG to promote.

11. *Access to Surgery:* The drive and car park contain trip hazards. Stephen has referred this to the owner of the building and will progress it further

12. *Date of next meeting:* Thursday 16<sup>th</sup> October 2014 at 2pm at Whitwick Health Centre. **STEPHEN to book the room.**

### **Terms of Reference of Whitwick Health Centre PPG, Drs. Hepplewhite and Virmani's Practice**

This PPG will:

1. contribute to practice decision-making and consult on service development and provision,
2. provide feedback on patients' needs, concerns and interests,
3. challenge the practice constructively whenever necessary,
4. communicate information about the community which may affect health care,
5. give patients a voice in the organisation of their care,
6. promote good health and high levels of health literacy by encouraging and supporting activities within the practice and promoting preventive medicine.,
7. influence the provision of secondary health care and social care locally,
8. give feedback to NHS trusts on consultations,
9. liaise with other PPG's in the area,
10. appoint a chair and secretary annually,
11. attend Annual Practice Appraisal,
12. help prepare patient questionnaire,
13. contribute to practice action.