

Draft Notes of Whitwick Patient Participation Group 6th August 2015

Meeting Thursday 19th November 2pm at Whitwick Health Centre

Present: Stephen Fitchett Roy Hill Paul Siddals Ken Clements
Karin Siddals Jenny Toal Mirabel Winton John Winton
Lou Carter Gill Dyson Celia Foskett

Apologies: Sue Brown

1. *Election of Chair and Secretary:* Paul was elected as Chair and Lou as Secretary.
2. *Membership:* Celia, Gill, Mirabel and John were welcomed and encouraged to ask about anything that was unclear.
3. *Notes of meeting of 7th May and matters arising:* Jenny had been present but was omitted from the notes of the last meeting. Stephen circulated a helpful email summarising the actions that we had taken. Ken is now receiving paper copies of emails and attachments. **Stephen to put PPG notes on practice website.** Everyone agreed to have their names included.
4. *Holiday Vaccinations:* Stephen has added the holiday vaccination pdf to the website. It was suggested that in this section patients are also alerted to the requirement of some countries that you carry an official list of your medications. **Stephen to add advice to take original packaging including the dispensing label.**
5. *Practice News:* Steve Sawbridge is working part time at a paramedic nurse practitioner. Rebecca and Lisa are receptionists / health care assistants. Jane is dealing with minor illnesses as nurse practitioner. Locum doctors are employed as necessary and patient appointments are being adequately managed. Electronically transmitted prescriptions are now taking four days instead of 48 hours. **Stephen to investigate the prescription delays.**
6. *Patient Survey:* This is being rolled out in August/September. Patients who have given their email address will be emailed and paper copies will be available at the surgery. It was suggested that we try to reach similar numbers to last year in order to aid comparison. **Stephen will send an email to PPG members setting a date for the help with the data input.**
7. *Diabetes Health Education Session:* The call screen now has diabetes information loaded. It is proposed to run an open session one evening for our patients and the wider local public. **Stephen is to carry out a feasibility study.**
8. *Mental Health Issues:* Stephen is meeting the mental health facilitator to assess if our practice receives adequate mental health support. **Stephen to report back to next meeting.**
9. *West Leics. PPG Network:* The notes and presentations of the meeting on 18th June have been circulated.
10. *Carers' health and Well Being Support:* PPGs are being encouraged to appoint a "carers' lead person" to liaise between carers and VASL, who have a contract to support carers in West Leicestershire. **Stephen to find out if the practice supports this initiative. Roy to contact the VASL to find out more details of the role of Carers Lead Person.**
11. *Primary Care Patient Record-sharing:* A new system is in place that could enable UHL and other NHS emergency/out of hours clinicians to access GP patient records held by the practice. This will only happen if:
 - the practice signs up to this protocol and

- every clinician wishing to view the records gains the patient's agreement every time. Our practice will probably sign up to the protocol. **Stephen to keep us informed.**
12. *LLR Alliance Patient and Public Partnership Group (PPPG)*: David Perrin from Hugglescote and Kathy Howlett from Ibstock PPG have agreed to represent NWL on the LLR Alliance PPPG. Paul has emailed our support to Kevin Blanks (the Chair).
 13. *NW Leics. Locality PPG Liaison*. Paul attended a meeting on 19 June with Belton and Markfield PPGs to consider forming NWL PPG Liaison Group. **Paul to contact Lynn Keeling (Belton practice manager) for the notes of the meeting and progress on contacting the other NWL PPGs**
 14. *Loughborough Urgent Care Centre (LUCC)*: Jenny reported that the LUCC PEG (patient experience group) Chair has resigned. The LUCC is still providing good out of hours care to avoid visits to A&E. The out of hours doctors service is in the same building and is accessed through 111. **Jenny to circulate PEG notes.**
 15. *PPG Self Appraisal and Annual Objectives*: We briefly reviewed achievements for 2014/15. **Paul to circulate a draft self assessment and objectives for everyone to comment.**
 16. *Provision for children in the waiting room*: It was agreed that this could be improved. **Jenny to provide ideas and information for Stephen.**
 17. *111*: Roy asked what had happened to the stalled 111 tender process. This appears to be a political decision to extend existing 111 contracts
 18. *Practice articles in "Whitwick Close Knit" and the "Thringstone Bauble"*: **Stephen to identify the next publication dates and submit articles including details of the diabetes event.**
 19. *Next Meeting*: **Thursday 19th November 2pm at Whitwick Health Centre**

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.