

Notes of Whitwick Patient Participation Group 15th January 2015

(Actions in bold)

Date of next meeting Thursday 7th May 2pm at Whitwick Health Centre

Present: Stephen Fitchett Sue Brown Roy Hill
Paul Siddals Ken Clements Karin Siddals
Apologies: Lou Carter Derek Howe

1. *Membership:* We still require four more members. **STEPHEN to put an invitation on the call system and ask each doctor for names of two new members.**
2. *Notes of meeting of 16th October:* Roy pointed out that he had sent his apologies. Otherwise these were agreed and actions had been completed or were on the agenda.
3. *Intercare:* Masons are sympathetic to Intercare but are unable to participate as it is against the ethics of the pharmacy profession to reuse any medicines. They will encourage their customers to pass on any unused medication to the practice. They did mention that a patient on one occasion returned £26,000's worth of unused medication.
4. *The Car Park:* **STEPHEN will pursue NHS Property each month to get the car park resurfaced and regularly gritted.**
5. *Practice News:* Kirsty has been appointed as the new healthcare assistant/ receptionist working Tuesdays, Wednesdays and Fridays.
6. *West PPG Network Meetings:* Karin had attended on 13th November and circulated the notes. She told the meeting that she was impressed by the quality of the initiatives the CCG was undertaking
7. *EM Strategic Clinical Network's Patient & Public Involvement Strategy Meeting:* Roy had attended on 2nd December and felt that the whole exercise was bureaucratic and unnecessary.
8. *Learning Lessons to Improve Care at UHL:* Paul and Karin had attended on 7th November and reported on the audit of the 381 unexpected deaths in UHL. 55% of these contained lessons to be learned and 23% involved care below and acceptable level. The details were very disturbing but a plan is in place to address the issues.
9. *Future of General Practice in W Leics:* Stephen reported on the formation of Northwest Doctors as a legal company. It is the federation of all 15 practices in our locality and is planning to develop collaboration to improve patient care.
10. *Practice appraisal:* **PAUL and LOU will represent the PPG on 16 Jan. STEPHEN will circulate the results.**
11. *New Start, New You - Mini Health Checks:* **JENNY, KARIN, PAUL, ROY and LOU will support the health check bus at Morrison's car park on 17 Jan**
12. *UHL Visit to PPG* Mark Whiteman UHL Strategy Director and a colleague will visit our PPG at 2pm on 18 February, to discuss problems of UHL and their plans to resolve them. **STEVEN to invite a representative from all locality practices or PPG's. LISA to organise the health education room with a desk and four chairs at the front and sufficient chairs in a semi-circle facing the desk.**
13. *LLR Alliance:* No-one felt able to take on representation of the locality, and the idea that our PPG share the role was seen as impractical.
14. *CareData re-roll out:* Patients who have already registered opt-out do not need to re-register.
15. *Hospital Discharge:* Roy suggested we have a presentation on speeding up hospital discharges. **STEPHEN to arrange a speaker for the next meeting.**

16. Date of next Meeting: Thursday 7th May 2015, 2pm. STEPHEN to book health education 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.