

Notes of Whitwick Patient Participation Group 16th October 2014

(Actions in bold)

Date of next meeting Thursday 15th January 2pm at Whitwick Health Centre

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

1. *Membership:* Lise Goen has resigned. Paul has thanked her and expressed our appreciation for her contribution. It was agreed that we need a replacement on the committee. **STEPHEN to ask the doctors to approach a new member. JENNY to see if King Ed. VII have a student who is registered with our practice and is interested.**

2. *Notes of the meeting of 7th July:* These were agreed and actions had been completed or were on the agenda..

3. *Intercare:* The first collection of drugs to be re-cycled has been made. **STEPHEN to contact Masons to collaborate on Intercare.**

4. *First Contact:* Stephen explained First Contact. Patients needing help with health and well-being are encouraged to complete a form about their needs, which then is passed (with their agreement) to other agencies who may be able to provide support. **STEPHEN will install a laminated notice explaining this in the waiting area.**

5. *The Car Park:* The land belongs to the NHS Property Service who claim to be coming to do a risk assessment. Last year the gritting was inadequate. **STEPHEN will pursue better gritting arrangements and keep pressure on Property Service to exercise their duty of care.**

6. *Practice News:* Take-up on flu jabs is going well. The practice is looking for a replacement phlebotomist. The practice achieved top marks in the recent Quality Outcome Framework assessment. Patient experience has improved. It was agreed that this was largely because of Stephen's efforts for which he was thanked.

7. *Picnic in the Park:* This raised our profile and was worth doing. Next time it would be best to have more helpers so that shifts were not so long. Stephen was thanked for his commitment.

8. *West PPG Network meetings (July and September):* Paul had circulated the power point presentations from the meetings and was impressed by the CCG's innovations and interventions to improve hospital care and cut hospital admissions. An example is the Acute Visiting Service where the practices respond to requests for a morning home visit by using the SAFFA emergency care practitioner contract. SAFFA will then visit quickly and decide with the practice on the best course of action. This means fewer patients being admitted to hospital and those who need admitting being treated quickly.

9. *Future of General Practice in W Leics:* Liz, Sumit, Stephen, Jane, Paul and Jenny attended the workshops on the future of GP Practice in W Leics. Emerging themes were:-

Better use of Technology, Recruitment of Staff, Improving Skill-mix,
Differentiation and risk stratification of practice population, More use of voluntary help within Practices.
The CCG will develop a strategy based on these issues.

10. *W. Leics. CCG AGM. 23rd Sep:* Karin reported on this open meeting where the CCG's achievements and challenges were explained. The greatest problems are UHL's poor performance & overspending, and LPT's failing mental health services, which is in special measures being the worst in the England (especially for young people).

11. *UHL offer to visit our PPG.* Mark Whiteman UHL Strategy Director has offered to visit our PPG to discuss problems of UHL: **Paul to organise a special meeting for this.**

12. *Loughborough Urgent Care Centre.* The last PEG meeting was cancelled, so no report.

13. *LLR Alliance:* Kevin Blanks visited to tell us about the Leicestershire, Leicester and Rutland Alliance Leadership Board. The Rutland CCG, West Leicestershire CCG, East Leicestershire CCG, University Hospitals of Leicester Trust, Leicester Partnership Trust and the Leicester, Leicestershire and Rutland Provider Company formed this Alliance in April 2014 in order to provide community elective care services. Its Patient and Public Partnership Group (PPP) has input to this Alliance. This PPP needs to be reformed to include representatives of each locality PPG.

We are invited to put forward a representative to be chosen by our locality (N.W. Leics.) as the locality rep: **PPG MEMBERS to contact Paul and Kevin if they would like their names put forward for this.**

14. New Year Healthier Living Campaign: It. Was agreed that we could support the healthier living bus in Whitwick and Thringstone in the new year: **Paul to make arrangements.**

15. Items adjourned: Care Data roll-out, need to register opt-out again (Roy), and Travel Vaccinations (Jenny)

16. Date of next Meeting: **Thursday 15th Jan 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.