

Notes of Whitwick Patient Participation Group 7 May 2015

Date of next meeting Thursday 6th August 2pm at Whitwick Health Centre

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

1. *Membership:* Ken was not receiving paper copies of PPG emails. He volunteered to collect them from the practice. We still require 4 more members as the group can't function effectively with the current level of attendance. Roy circulated an excellent advert for members and suggested a virtual network as well.

STEPHEN to:-1 Print emails for Ken and phone him to collect them.

2 Put an invitation on the call system based on Roy's advert,

3 Ask suitable patients to join to increase membership by at least four,

4 Explore the idea of an additional virtual network.

2. *Notes of meeting of 15th January:* These were agreed. All actions had been completed or were on the agenda, except for organising a speaker from the hospital discharge team, which was proving to be very difficult.
3. *Practice News:* Glenys has been appointed as the receptionist. Dr Hepplewhite is working part time and will be in the practice on Mondays and alternate Thursdays and Fridays. A locum will cover Dr Virmani's holidays and Dr Hepplewhite will cover other absence. Jane will deal with more patient issues. Lisa and Rebecca are undertaking more training and will work as healthcare assistants / receptionists. Stephen will monitor patient appointment times and make adjustments as necessary so that emergencies can still be seen that day.

The call screen will be updated to include details of when the practice is closed; invite new PPG members; and give diabetes information.

4. *Practice appraisal:* This was very complimentary. The suggested actions are to:

- Investigate the apparent delay in getting appointments (investigated and disproved),
- Organise a new patient survey. (see below)
- Circulate a newsletter (see below)
- Purchase a hand held spirometer for opportunistic screening of CPD.

5. *Patient survey:* It was agreed to use the same format as last year with a couple of minor amendments. Paper copies will be available in the surgery and will be emailed to patients where email addresses are available. PPG members agreed to help Stephen process the results.

STEPHEN to:-1 Circulate the amended questionnaire for comments,

2 Email a date to analyse the survey.

6. *Practice newsletter:* It was agreed to produce a brief quarterly article and circulate it using existing channels.

STEPHEN to:- 1 Produce a brief quarterly article,

2 Arrange for it to be included in the Thringstone Bauble and the Whitwick Close-Knit magazines,

3 Send the article to patients by email where possible,

4 Circulate a brief summary by text where no email address is available.

7. *New Start, New You - Mini Health Checks:* - Jenny, Karin, Paul, Lou and Roy had supported the health check bus at Morrison's car park on 17 January. It had been bitterly cold, the bus was poorly sited and effectively only one NWLDC staff member was available to do the checks, instead of two. Paul has complained to Morrisons manager about the siting and received an apology, and to the CCG about the lack of the second NWL person to carry out the checks. However it was agreed that the event had been worthwhile, and that blood sugar checks would be a useful addition.

8. *UHL Visit to PPG* Mark Wightman (Strategy Director) and Andrew Furlong (Medical Director) visited our PPG and very openly explained UHL's many problems. Their proposed key solution is:-

- to reduce patient admission by more care in practices and urgent care centres,
- have better processes to move patients through the hospital (including 7 day services), and

- to improve discharge rates through better liaison with social services.
9. *West PPG Network Meetings:* Paul had circulated notes of the meeting that Lou had attended on 15th January and Karin & Paul had attended on 16 April.
 10. *EM Mental Health Conference:* Roy had attended this and circulated his notes and all the PowerPoint presentations. He explained the seriousness of the poor provision of mental health services in our area.
STEPHEN to ask the doctors how big this problem is in our practice and if it is worth providing information on the display screen.
 11. *Loughborough urgent Care centre:* Jenny will attend a meeting next week to review LUCC CQC visit.
 12. *Party in the park:* It was agreed not to have a stall this year, but to consider having one next year.
 13. *Diabetes health education session:* It was agreed that an education session with Q & A for patients on diabetes could be helpful.
STEPHEN to discuss with Drs Lewis and Patel whether they would like to join in this, and email to PPG members a suggested format and date for agreement, before adding the information to the newsletter.
 14. *PPG self appraisal:* It was agreed to do this at the next meeting using the terms of reference.
 15. *Holiday vaccinations:* **STEPHEN to include on the practice website.**
 16. *CQC:* Members (who hadn't already done so) were asked to send comments to the CQC on our practice as it is about to be inspected. The easiest way to do this is by phoning 63000 616161.
 16. *Date of next Meeting:* **Thursday 6th August 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.