

MINUTES OF PATIENT PARTICIPATION GROUP MEETING
HELD ON TUESDAY, 7 OCTOBER, 2014
AT 1.00PM AT BUNBURY MEDICAL PRACTICE

Present: Mrs Cate Gregory Chairperson
Mrs Debbie Bailey
Dr Helen Black
Mrs Jill Walton
Mrs Marianne Young
Mrs Jen Duckett
Mr Gordon Fishwick
Mrs Lucy Munro

1. APOLOGIES FOR ABSENCE

Apologies were received from Mike Ridley and Geoff Burdett. Cate reported that she had been contacted by Melody Burrows with a view to becoming a member, but reported that she cannot attend on Tuesdays.

Due to volume of work the practice could not offer secretarial help, for which Debbie apologised. Jill kindly offered to take the minutes.

2. MINUTES OF THE LAST MEETING

The minutes of the last meeting on 3 June 2014 were accepted.

3. ELECTION OF CHAIR AND VICE CHAIR

Following brief discussion Cate agreed to be Chair for another year but made it clear that she wants a vice chair to cover holidays, etc. It was agreed that Cate should ask if Melody would be interested in helping. If not, Cate will nominate someone to be Vice Chair. Jill and Lucy both offered to help out when necessary.

4. INFORMATION FOLDERS

Lucy and Jill had liased to discuss improving the content, look and organisation of the current patient information book available in the surgery. Lucy had taken on the information for new patients which is still in preparation and Jill the content and organisation of the remainder of the information. Jill had then met with Debbie who has now purchased new files and was re-organising the folder with headings, as suggested by Jill, to make it more user-friendly. Debbie reported that a new screen in the waiting area had generic information on it as supplied by the company and that the practice hoped to add their own information to this. Together, both things should provide more fulsome information for patients. Cate thanked Jill for the work she had undertaken.

5. SELF CARE DAY

This is being held on Tuesday 18 November from 10.30am to 4.30pm at Tarporley surgery. Debbie reported that several voluntary organisations are coming to the day with stands and leaflets, with each of the PPGs in the vicinity manning a stand. There will be a cake stall, Lucy, Helen, Cate and Jen offered to contribute cakes. Funds raised will go to Tarporley War Memorial Hospital. There will also be a raffle and prizes are to be delivered to Debbie at the surgery beforehand. Lucy offered to approach Tillys and Burrows for prizes.

Cate reported that there will be a Vanguard meeting between the PPGs from Bunbury, Tarporley and Kelsall on 14 October and she will report back to members from that meeting.

Debbie reported that promotion leaflets are expected and radio coverage will promote the event, plus other local journals, notice boards, etc which members offered to help with. Age UK will be giving a fitness display in Tarporley and Bunbury surgeries. Tumble Tots will also be there, but the greatest interest is in items for the elderly. Debbie was asked to pull together information for PPG members to hand out about the surgery and PPG and to produce simple name badges.

Cate offered to advertise the event on the Calveley Parish Plan website and on the new church noticeboard.

Cate began organising a rota for members to cover the stand and Gordon and Jill will do 10-12, Cate and Marianne 12-2 and 2-4 to be arranged.

6. FEEDBACK FROM WCPPG

Cate attended the Chairs' meeting in September where there had been discussion on PPGs as virtual PPGs. There will be co-commissioning between the NHS England and the CCG which should make commissioning more specific to our area needs. Priorities had been seen as out of hours services, cross borders, CCG support at local level and access to records. The CCG is still trying to promote Patient Leader involvement and Cate asked us to look back to it from our earlier information to consider it again.

Vanguard initiative was explained; it was developed to include all GP surgeries in West Cheshire to look at the management of demand on services. The surgeries were grouped together to look at specific areas and then to share their findings and successes. Bunbury, Tarporley and Kelsall are looking at skill mix and self care. The Self Care day is part of this initiative.

Cate said that the CCG has a small pot of money which we can apply for if we have a project in mind. As funding is only for one year, anything suggested will have to be self-sustaining. Setting up walking groups, as they have in Malpas, was preferred and covering different age groups was put forward. Jen said that the playground group is looking at "stroll and stretch" which any project could perhaps tie in with. It was agreed that Cate should apply for funds for a walking group. Helen reported that "dementia friends" are also being trained up in Malpas including children from the school and are proving to be a very useful facility.

7. ADMISSION AVOIDANCE INITIATIVE

Helen reported that huge efforts had been made by the surgery to meet the government target by 30/9 to see the 2% of patients in the practice most at risk of being admitted to hospital, in order to establish with them and their family or carers what type of intervention they wanted and that this be recorded in a care plan. She reported that many frank discussions had taken place with those identified, in an attempt to keep those patients out of hospital, if that is what they wanted. These

patients are to be reviewed every 3 months or followed up if they have ended up in hospital in the meantime.

In response to a question from Marianne, Helen confirmed that there is no hospital at home in Bunbury as the rural nature of the area makes this impractical, but that there is now an IV service provided.

8. PPG SURVEY

It was agreed that we do not have any need for a survey at present, as too many questionnaires were counter-productive. Helen reported that Family and Friends tests are coming up in November and that the surgery is concentrating on improvement of patient transport, promoting on-line patient information and the local support day in their action plan. These three points were endorsed by the Group.

9. ANY OTHER BUSINESS

Marianne raised the issue of equipment lent by a hospital to an out-patient could not be returned for re-use, as this was too costly to clean and repair. Helen confirmed that items were either thrown away or given to charities.

Lucy said that she had been confronted with a blank screen when trying to order prescription items on line during the changeover in systems, which she (and others) knew nothing about. This was compounded by a note on the dispensary desk which was not helpful and very terse. Debbie offered to explore why there had been poor communication during the changeover period.

10. DATE OF NEXT MEETING

A date of Thursday, 29 January 2015 at 1.00pm was agreed.