

Queens Avenue Surgery
Minutes of Patient Participation Group Meeting
Held on Tuesday 8 February 2017

1. Present

Bob Hampson
Ken Lambert
Paul Tomlinson
Mike Elleston
Tracy Bowden - Practice Manager

2. Apologies

Jan Cosgrove, Peter Wood, Keith Harrison

3. Matters arising

Tracy reviewed the minutes from our meeting in October.

Book Loan Scheme for patients – these books are now available for patients and are situated on a shelf next to the confidential reception desk. These can be taken discretely by completing a loan slip and handing to reception. Books are loaned for a maximum of 4 weeks. It was suggested that this is featured on the surgery website and Paul asked if there was provision for Easy Read books.

ACTION – Tracy to update website and Paul to research easy read options (Tracy to supply Paul with the current list of books).

4. Change to group membership

Tracy confirmed that Brian and Geraldine Canniford have left the group due to ill health.

Tracy was concerned that our group now only numbered 6 members and we would need to consider further ways to attract new members. Rowena felt that the group was lacking a focus and she was keen to become more involved. She felt that more input was needed from the practice and that patients views should be better represented. This prompted a useful discussion. A summary of the comments is as follows:

Keith – we are currently a reference group, which is not unusual compared to other practices. We could consider an open event to attract new members. Other practices ask for help to produce newsletters and to develop services.

Ken – has canvassed opinion and interest in joining the group to approximately 12 people (most of whom are registered at Queens Avenue) when he was on his allotment. There was little interest in joining the group mainly because they felt that they were happy with how the practice was currently run. The main concern was to be able to see a GP when they needed to.

Bob – felt that the difficulty recruiting new members was due to the practice working well and a

belief that nothing needs fixing.

Peter – proposed chatting to patients on a one-to-one basis. This was agreed to be a good idea but wouldn't be appropriate in the waiting room when patients are attending because they are unwell.

The flu clinics were suggested as an opportunity to meet patients and raise awareness. Rowena, Bob and Ken agreed to attend the flu clinic on Saturday 8 October for an hour each to talk to patients and handout newsletters.

5. PPG Meet and Greet 26 October

This will be held at the Prince of Wales Surgery, Poundbury from 6.00-7.30pm. Keith commented that the restriction to 2 attendees per practice had been removed so all were welcome. Tracy plans to attend. This would be an opportunity to talk to other practices to see how their PPGs are working.

6. CQC Visit

The practice received a CQC inspection in June which went very well and we received a rating of Good. The practice were very pleased with this and will not be required to undergo another inspection for 5 years.

7. Carer's Lead – Gill Miles

Gill attended the meeting to introduce her role as our Carer's Lead. She is one of our receptionists who is also available to talk to patients for advice and signposting to carer services and entitlements. She arranges events within the surgery and liaises closely with Wayfinders who come in periodically to talk to patients.

The group were also asked to consider ways to raise awareness to carers to ensure they register their carer status with us. This will enable us to make sure they are fully informed about the services available to them and any funding they may be entitled to. With this in mind, Gill offered to organise a coffee morning in the Spring to attract more carers and Rowena and Peter agreed to attend to help promote the PPG.

8. Book loan scheme for patients

The practice are planning to offer a book loan scheme for patients which is aimed at self-help guidance. These books are being purchased with patient donations and range from treating depression to toddler taming. Tracy asked for any suggestions and Rowena recommended a book aimed at young children and how to manage bereavement.

ACTION – Rowena to let Tracy know the author and title of the suggested book.

9. CCG Clinical Services Review, community care and 7 day services

There are national and local proposals for change which may affect general practice. Although we had agreed as a group not to get involved in external politics, Tracy thought it would be useful to just update on local proposals especially as some of the group had kindly attended various external meetings.

The Mid-Dorset Locality which represents 8 GP practices in the Dorchester area, meet every 2 months. The Lead GP for the locality, Dr Jenny Bubb, regularly attends CCG Governing Board meetings and meetings with Dorset County Hospital and other key healthcare partners. The locality has formed a federation (limited company) to enable the 8 GP practices to bid collectively for contracts to deliver services. The CSR is seeking to form a comprehensive plan for sustainable healthcare services in Dorset for the next 5-10 years which includes possible reconfiguration of acute and community hospital services to bring care closer to home. These proposals are in the public domain and can be accessed via: www.dorsetccg.nhs.uk and www.dorsetsvision.nhs.uk

Keith confirmed that the Clinical Services Review would be open for public consultation between November and February.

Tracy confirmed that the proposals for 7 day services is currently focussing more on the Out of Hours provision rather than GP practices. There will be practices in certain parts of the country who will collaboratively offer extended opening hours on a rota basis but there are no plans for this as yet within our locality.

10. AOB

Pharmacy2U – Peter had received a mailshot from this company who are an online mail order pharmacy. Tracy confirmed that this is nothing to do with the surgery and this company just send blanket mail shots on a regular basis. Tracy advised to ignore these and continue with the ordering system and chemist that you currently use.

Delivery healthcare services in the community – Ken had attended a meeting in June which focussed on integration of community services and proposals for treatment hubs. The main aim was to for people to be treated in the most appropriate places and for services to be joined up.

To be held at Queens Avenue in February 2017 (date and time to be arranged).