**Woodland Medical Practice**

**Patient Participation Group**

**Minutes of the meeting held on Tuesday 13th September 2016 at the surgery.**

The meeting commenced at 1300

**Members present**: Valerie Phillips, Caroline Coyle-Fox, Margaret Inkpen (chair), Teresa Pawson, Jean Rhodes, Tony Westwood, Caroline Barton, Jackie Furness, Allison Ellis (Practice Manager), Dr. Sowerby, Roger Phillips, Karen Wray and Deborah Bakewell

**Apologies:** Beryl Jackson, John Exton and Aileen Calendar

Peter Arborne has tendered his resignation, which was accepted.

**Minutes of the last meeting**: The minutes of the meeting held on April 26th April. 2016 were read and assumed to be correct as a vote was not taken.

**Matters arising**: It was noted that a discussion would follow concerning the CQC visit and assessment later in the meeting. The Planning meeting held in August at St Luke’s Church Hall took place and again this was to be discussed more fully later in afternoon. Val, Roger and Margaret attended the Healthwatch meeting and whilst they found it useful the attendance was disappointing but this was put down to lack of publicity/communication. A new Chair has been appointed at Boultham Practice, one of the Optimus members, so it may transpire that they will be invited to a future Woodlands PPG meeting.

**Treasurer’s report:** Deborah Bakewell reported (copy attached) that there had been 2 cheques issued, on the Nat West bank account, and the balance was £524:93 as evidenced by the latest bank statement.

**Minutes for AGM:** The Minutes of meeting held on 28th June 2016 will be read at the next Annual meeting due 2017 but it was felt appropriate to cover 2 issues now. Dr Sowerby confirmed that the issue raised by Dr Bailey, regarding the potential reimbursement of services offered by the Practice, the costs of which are not currently met by NHS, is still in discussions and a meeting for all Optimus Group members to attend and take forward is imminent, probably at the Optimus AGM due in October.

The 3 hour parking time imposed by the local car park owners has not had the impact to the Practice that was initially thought. Members of the Woodlands staff are now using the Practice car park but there has been a concession made to the Disabled patients as there are now 3 Disabled parking bays and it was felt acceptable that able bodied patients park in the local car park and walk as it is more likely that these individuals will be parked less than the 3 hours stipulated. Margaret is to attend a meeting at St Luke’s Church Hall as the church has been approached by Woodland and Birchwood Practice and the school for permission to park cars on their land.

**GP’s and Practice Manager’s Update**: Dr. Donnelly is to retire on December 2nd 2016 and Dr. Fiona Grayston, will take up her post, at that time, as a Salaried GP rather than a Partner. It is understood that there are very fewer GPs seeking employment but the Surgery are still endeavouring to recruit and it may be that a future position be filled by a Nursing Practitioner but no decision has been made yet and any potential shortfall in medical staff, over the winter period, may be covered by Locum Doctors. The Practice reception desk is under pressure as a member of the team has resigned but been unable to provide the usual month’s notice. There are also maternity leave periods to be covered very shortly.

The local CCG is promoting Pre Diabetes test programme and this is supported by Woodlands. The blood test takes an average blood sugar level over the last 3 months and if this is under 42 then the patient is not at risk, if the reading is between 42-47 the patient may be at risk of developing diabetes and should be monitored and if the reading is 48+ then action needs to be undertaken. Further preventative measures are being introduced Nationwide such as heart failure management. A local initiative, to reduce the huge cost burden of prescribed drugs on the NHS, is being considered to encourage patients to purchase their general drugs such as Paracetomol and Calpol over the counter. It is also under consideration as to whether Coeliac patients should have cake mixes etc. supplied as a prescription.

**CQC Inspection**: The CQC visit went well and the report is now available on the surgery web site and the outcome was there was room for improvement. An action plan has been set up to tackle the 5 points raised ie:- safe guarding, caring, effecting, responsive and well led. It was noted that there was a shortfall in communication between health visitors and the Practice and regular 2 monthly meetings are now being held to discuss various patients and their treatment. A Gold Standard Framework has been set up and the level of a specific Palliative Patient care is to be indicated on the computer records so everybody involved, including hospitals, know at what stage of their condition the patient has reached so it may well alleviate the need to keep referring to the patient to ascertain such issues as whether they wish to be resuscitated. There is also an improved Shared Care Drug system between GPs and hospital as well as an adjustment to the protocol for the Cold Chain which is a system of ensuring that drugs that have to be maintained in a fridge are recorded accurately. A Future CQC visit is anticipated within the next 3 months and whilst the Practice have worked towards the issues raised at this visit it may be that the CQC will direct their attention to other matters instead of revisiting the issues raised in February. It was noted that there was positive feedback in the comments received from patients.

**Report from St Luke’s meeting**: Attached is the summary of issues raised at the August discussion meeting. It was agreed that regardless of when a PPG meeting is held ie: during the day or early evening, it is not likely to encourage any younger members to the PPG as employed individuals are less likely to venture out to a meeting once they have got home from work. The essence of a number of the suggestions is based on fundraising to have funds to spend on items such as replacement chairs in waiting area. Another issue that it was felt could be covered was the possibility of constructing a questionnaire that would target vulnerable elderly patients to gauge what additional assistance could be given to them. It was agreed that as Karen Wray had a great impact in the discussion meeting regarding possible fund raising ideas that she should have a meeting with Caroline Barton and Jackie Furness who would also like to take matters forward. Allison did mention that the Practice would consider a 2nd hand book table but that any funds collected would have to be placed behind the reception desk as an Honesty Box probably wouldn’t work in that environment. The 3 lady PPG members are to arrange a mutually convenient meeting and will report back to the PPG at the next meeting.

**WLCCG/Patient Council/Healthwatch/ULHT patient forum dates:-** Emails are still being received noting the various dates and locations for these support group meetings. The first WLCCG AGM is to be held on Wednesday 28th September at The Showroom, Tritton Road, Lincoln at 3:30pm and PPG members have been invited.

**Flu Clinics and coffee rota:-** Flu jab clinics are due on Saturday 24th September and 8th October and various PPG members are to provide tea and coffee to patients. Jackie Furness has volunteered to purchase the biscuits and all donations this year will be in aid of St Barnabas but next year Jackie wishes the PPG committee to consider a donation to a Motor Neurone charity.

**PPG Notice board:-** Margaret wanted to draw attention to and thank Karen Wray for all the work she has put in to enlivening the PPG notice board, as it is now far more eye catching than before.

**Any other business**: Jackie Furness raised the problem of mobility scooters entering the medical centre as the automatic doors open the wrong way but it was explained that this is a safety issue for non scooter pedestrians. There was a suggestion made that perhaps certain mobility scooter users should have some sort of assessment/training before they purchase/hire or use one and this may be something that is taken forward by the PPG. The next PPG Newsletter is due to be published at the end of November so if anyone has an interesting article to include, please contact Caroline Coyle-Fox and Teresa Pawson with a copy to Margaret Inkpen.

**Date of next meeting**: November 29th 2016 at 1:00pm at Woodlands Medical Centre.

The meeting closed at 14:50

**Action:- Margaret -** Name Badge for Jackie Furness

**Deborah** – Alter Caroline Coyle-Fox email address on the Woodlands PPG group email addresses. Call into St Barnabas shop to pick up a poster etc. for flu clinics

**Karen, Jackie and Caroline Barton –** Arrange a meeting between you to discuss fund raising ideas and possibly fund raising projects to bring to next meeting.