**Woodland Medical Practice – Patients Participation Group (PPG)**

**Minutes of the Meeting Held Tuesday 9th February 2016**

The meeting commenced at 13:00.

Members present: Margaret Inkpen, Deborah Bakewell, Roger Phillips, Caroline Barton, Teresa Pawson, Jean Rhodes, Aileen Callendar, Jackie Furness, Tony Westwood, John Exton, Karen Wray, Chris Sproson, Allison Ellis and Dr Keith Bailey

Guest: Kevin Gibson Engagement Manager of West Lincolnshire Clinical Commissioning Group (WLCCG)

Apologies: Beryl Jackson, Val Phillips and Caroline Coyle-Fox

Proceedings: Each person, present, briefly introduced themselves to ensure that everyone knew who the other attendees were.

Minutes of the last meeting: Were read and proposed as a full and accurate record by Roger Philips and seconded by Caroline Barton so motion carried.

Matters arising: There were no specific matters arising, at this stage.

Treasurer’s report: Deborah Bakewell reported that there had been no activity on the Nat West bank account and the balance was £625.39 as evidenced by the latest bank statement.

GP’s report: Dr Bailey reported on a meeting held with Wendy Parry, of the Big Local, concerning the proposed development of Jasmin Green. The meeting was primarily to discuss the impact to the surgery of such a development going ahead and the possibility of increasing the surgery car park by 14 spaces split into 6 Disabled spaces and 8 standard size car park spaces. The outcome was that the Jasmin Green development project is on hold pending a financial investigation as to whether the project would be cost effective and viable following the changes in law relating to the funding of housing association properties/tenants. Dr Bailey mentioned that the practice patient list had increased in the 12 – 18 months and that the doctors and the practice could cope with this continued growth.

Practice Manager’s report: Allison Ellis notified that, since our last meeting, Dennis Morgan, the premises manager, has retired and his duties have now been split between members of the admin staff as well as a newly appointed caretaker, who will take on the maintenance issues. Chloe is the new trainee receptionist as an existing receptionist has moved on. The practice continues to be very busy with staff appraisal, training etc and it is anticipated that the Clinical Quality Commission (CQC) will be visiting the practice between February and September this year to conduct their usual assessment. The CQC grade practices as follows:- Failed, Adequate, Good and Excellent. It was reported in the press that a local Lincolnshire practice had failed a CQC assessment due to their safety arrangements. As soon as the practice is aware of the CQC visit, a patient questionnaire will be available for all patients to complete and this assists the CQC in their assessment of a practice and the procedures in place to gain patient feedback. It is likely that the CQC will ask that a member of the PPG group be present, on the day of assessment, to gain insight into the PPG and their feedback.

Optimus Update: When the Optimus PPG group meetings were initiated, a survey was conducted that indicated that the various groups wanted to have a joint meeting every 3 months but as numbers and enthusiasm has dwindled only 4 of the 6 PPGs, within the Optimus group, have retained these quarterly meeting. In order to ascertain the viability of the future Optimus PPG meetings, a letter has been sent to Dr Smith, the Executive Doctor based at the Birchwood Health Centre to ascertain his guidance and support for the meetings to continue. It was suggested that all members of the Woodland PPG would consider health topics for future meetings in order to encourage more individuals to attend them. A local PPG did suggest a re-brand of name at their surgery but no progress was made.

Jasmin Green: The Birchwood Big Local AGM meeting is to be held at the Life Church on Birchwood Avenue on Wednesday 24th February at 7:00pm. At this meeting there will be a report of Big Local’s achievements over the last year and the proposed projects will be displayed and the latest information, concerning them, available. During the meeting there will be an opportunity to ask questions of the Board of the Birchwood Local.

WLCCG Patient Engagement Group (PEG) report: Margaret Inkpen attended the last meeting with Beryl Jackson and the suggestion has been made that it would be beneficial to our PPG if at least 1 or 2 members could attend the next meeting in April, in order to cascade the information gained to the PPG, at our next meeting. One of the topics covered was that St Barnabas are gathering together end of life stories from both patients and their relatives regarding the support that have experienced and what, if anything can be improved, they would wish another family, in the same situation, to receive. PEG may also change name but no agreement as to what.

WLCCG Kevin Gibson: Kevin introduced himself and explained that West Lincolnshire CCG is split into 4 areas; City South (Woodland Medical Practice is in this one), South Lincoln, North Lincoln and Gainsborough. The Optimus group, which Woodland belong to, have practices in the South Lincoln area of WLCCG. The CCGs are the organisations that control the local budgets for the various health providers that include GPs, dentists and even private providers of health care services. NHS England is responsible for the overall funding of the NHS but a certain amount of the budget is delegated to CCGs to fulfil more local community needs. The CCG then commission various health providers and clearly need to see that there is money well spent and that all stakeholders are satisfied with the services that are provided. A stakeholder can be anyone with an interest in the efficient running of the NHS so from a GP to a patient as everyone has a part to play and is a Stakeholder. Kevin’s specific duties concern communication between all the Stakeholders and especially the service providers working towards meeting the needs of the patients. Kevin provided a Power Point presentation to demonstrate both the CCG remit and their plans for Sustainability and Transformation as there is currently an anticipated financial deficit of £300 Million in Lincolnshire over the next 5 years. Kevin has agreed to forward a copy of the presentation so this will be emailed to members, when received. Kevin showed a map of the various NHS bodies and it was a surprise to many present that there were so many arms of the NHS endeavouring to work towards reducing the deficit but still providing the high NHS standards. There are on line Patient Forums and numerous Healthwatch surveys that can be completed by members of the public to feedback to CCG whether they are satisfied or if there can be an improvement in both supply and delivery of various health services available. Without this feedback, the CCG cannot alter things. Kevin mentioned that it would be useful to have more pro active PPGs within the area to provide feedback to CCGs so it was suggested that any local PPGs that are struggling for membership should possibly attend our PPG to see how we have increased membership and are being pro active within the local community. Kevin is to visit more PPGs and may carry this suggestion forward.

Healthwatch meeting report and news: In view of Kevin Gibson, the guest speaker from WLCCG, attendance at our meeting, it was decided to cover this topic at our next meeting in order to provide Kevin with sufficient time for his presentation. However Margaret Inkpen reported that it had been a good meeting and Deborah Bakewell is to email the minutes of meeting to assist the discussions at next PPG meeting.

ULHT Patient forum report: In view of Kevin Gibson, the guest speaker from WLCCG, attendance at our meeting, it was decided to cover these topics at our next meeting in order to provide Kevin with sufficient time for his presentation. One item covered, in the ULHT forum and mentioned at the PPG meeting, was hospital appointment letters going astray or arriving too late. All present at the PPG meeting agreed that these falls in administration standards will not alter until or unless an outside troubleshooting manager is appointed to iron out what appears to be basic administrative errors.

NAPP news: Deborah Bakewell will be emailing the NAPP news to everyone.

PPG activities for 2016: Margaret Inkpen has discovered that St Luke’s church charges £7:00 per hour to hire and this would be a viable cost should the PPG ever decide to run an outside activity to encourage more patient involvement in the PPG. Members were asked to come up with suggestions as to what activity could be run to engage patients. One subject raised would be an activity to assist awareness for male health issues and another would be both adult and child mental health matters. Roger then left the meeting at 2:15pm.

Any other business: Margaret Inkpen asked Deborah Bakewell to briefly tell the members why she had attended the House of Lords. Deborah covered her reason for involvement within the Kidney Research UK charity and the attendance of Karl McCartney, local MP for Lincoln, and his support for the funding of research. Non attendance of patients at Woodland practice was again raised with the question why are patients not charged a nominal £10:00 but it was emphasized that the NHS has not got the systems in place to invoice such patients. Dr Bailey did say, earlier in the meeting, that referring to Non attendance does draw attention to it but this can have an adverse effect as Non attendance almost becomes the norm that we all have to allow, which is not appropriate. Drawing attention to the cost of the Non attendance is a better way of pointing out to patients, attending surgery, the reason their appointment was not earlier is that a fellow patient has let down the practice and that is out of the practice control.

Date of Next Meeting: Tuesday 26th April 2016 at 1:00pm at Woodland Medical Practice.

**ACTION**

1. Suggested topics for future Optimus meetings.
2. Suggestions for PPG activities that could be run at St Luke’s church.

The meeting was concluded at 15:45