

PPG Minutes – 11th May 2017

Charnwood Community Medical Group – Dr Hanlon and Partners

Patient Participation Group (PPG)

- 1) **Chairman's welcome.** John welcomed everyone to the meeting. Susan was in attendance, representing Paul who was away on MU business... Particularly good to see Shirley, his first meeting with us since undergoing major surgery earlier this year.
- 2) **Those present**

John Todd(Chairman), Carole Jefferson (Secretary), Alison Atkins, Anne Lockley, David Meredith, Elizabeth Sharpe, Helen Davison, Ian Farnfield, Margaret Hopkins, Peter Lewis, Roger Harris, Sheila Hartley, Shirley Siriwardena, Ursula Mullin, Susan Ibbotson
- 3) **Apologies.** Mick Gregory (Vice Chairman), Godfrey Moustache, Jay Webb, Karen Moore, Paul Hanlon(Charnwood Community Medical Group Business Partner)
- 4) **Approval of Minutes of last meeting 20th April 2017**
The minutes of the meeting were approved as an accurate record, with one exception.... The Chairman asked if members of the group could 'take turns when *speaking...*' no mention about squeaking.

Matters Arising

Item 5

The group discussions were very useful. Thanks to all for taking part and to Mick for preparing the discussion questions. The response sheets will be analysed by the Officers at their next meeting

Item 6b

Bloods and Sutures

- What happens about shared care arrangements, where a patient is under the care of one or more hospitals and the GP?
- There was strong feeling about asking patients to travel to a hospital in Leicester for blood tests or suture removal. A view was expressed that placing patients in the middle of a disagreement between the Practice and the CCG is not satisfactory as it is the patient who will suffer.

- It is difficult for patients to get to LRI, The General Hospital or Glenfield. It is even more difficult if the patient can't get private transport. It is hoped that there will be a speedy resolution to this problem.
- What about Loughborough Hospital – can these services be carried out there?
- The matter was raised at the North Charnwood PPG Locality Group, where PPG representatives hadn't heard if their practice was taking the same stand
- A comment was made that some practices don't do blood tests anyway.
- The question will be raised at the next CCG/PPG Network meeting if anyone attends (July 27th. Carole circulated the details of the meeting later in the evening)
- Would Paul comment please at the June meeting?

Item 7 – Is our visiting speaker Kerry or Kelly? There is a discrepancy between the agenda and the minutes

5) **Visiting Speaker – Kerry Turnbull.** As Kerry hadn't arrived at this point, the meeting went straight on with the rest of the agenda. Despite Susan's best efforts, there was no contact with Kerry, and she didn't in fact attend the meeting. This is a shame because she gave a presentation at the Dishley Grange PPG AGM last week and she was very interesting.

6) **Review of the Welcome Pack**

The Welcome Pack has been in use for a year now and it was felt that a review was appropriate to see how well it is working.

It was agreed that the contents are right and they are helpful to newcomers.

Members were asked if they liked to include mini CVs or would a face and name be preferable. The group like the mini CVs, very helpful especially to new members who are then able to start to get to know their colleagues. Carole offered to change the picture or wording if any one wished to send amendments to her.

7) **Election of Extra Person on the Management team.** There were two nominations, Peter Lewis and Roger Harris. The election was by paper ballot, Ian and David acted as tellers. Thank you David and Ian. Roger was elected. Thanks to both Roger and Peter for their interest.

8) **Evaluation of the AGM**

- a. This agenda item was raised by Godfrey and as he wasn't at the meeting and we don't know exactly what was on his mind, the item will go onto the June agenda. He had mentioned that we don't seem to attract many people from outside the group. Carole gave details of visitors in the past which are as follows:

- i. March 13th 2014, venue The Old Infants School, 1 person
 - ii. March 12th 2015, venue The Old Infants School, 1 person
 - iii. March 10th 2016, venue The Meeting Room, 2 people
 - iv. March 9th 2017, venue The Meeting Room, no-one apart from the group
- b. John will talk to Godfrey

9) Practice News

- In Pauls absence, John read out the following report (sent on the 10th May 2017)
 - CQC Report received and circulated. This has been published to the Practice website.
 - *Comments...*
 - *We think our Practice should have been given a better grade than that.*
 - *The inspection took place in November and John, Mick and Carole were involved.*
 - *It has taken seven months to get to us!*
 - *John picked out the paragraph on the PPG, whose involvement is rated as outstanding.*

‘We saw the following area of outstanding practice:

There were high levels of engagement with the patient Participation group (PPG) to improve the services. The PPG was actively involved in the planning and delivery of services, and shared an open and innovative partnership with the practice. The practice and the PPG had undertaken various joint research projects to look at the needs of patients. For example, the PPG achieved a National award for outstanding examples of leadership in health research and primary care, for their joint involvement in a two year study of patients’ management of long term conditions, which had led to improvements to patients care. The PPG and practice also held joint health awareness events for its patients including a diabetes education evening and a kidney health awareness event, which involved external organisations. The area where the provider should make improvements are:

- Further identify patients who are carers to ensure they receive appropriate support

This is a very positive comment, but achieved only with the support of an outstanding Practice Team

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- *In the various sections, the Practice scored higher than the CCG average, thus showing how excellent our Practice is.*
- *It was agreed that John should send a formal letter of congratulation to the Practice team*

- CDM system has gone live incorporating the suggestions from the But I can't manage this project. Early signs show that the system seems to be working well.

Comments:

- *CDM = Chronic disease Management*
 - *Dr Williams has written software to identify patients needing CDM and they are called in*
 - *It is working very well, in April, 300 patients were seen*
 - *The system is run every month*
 - *We would like to invite Dr Williams to come to talk to us to tell us how it works please*
- Bloods completed on behalf of secondary care and removal of sutures – The CCG is currently looking for a provider to offer this service so we hope to have some positive news soon. Very early signs are that this is starting to reduce the wait for Nurse and Phlebotomy appointments.
- *Comment:*
 - *The Group is very concerned at the negative impact on patients of having to travel to Leicester for follow up blood tests. For further comments, please refer to Item 4, 6b*
 - *Could Paul talk to us about the impact on the practice and update on discussions at the June meeting? Please provide figures*
- The Partners met on Tuesday evening to discuss a wide range of topics including what measures are needed to cope with the rising demand and workload. This included some proposals for minor tweaks to the appointment system along the lines of some of the discussions at the last PPG meeting. We are also considering whether we need to recruit a GP to do some of the administrative work in the Practice to reduce the strain on the other GPs.
- *Comment:*
 - *Could Paul explain this paragraph at the June meeting please and explain the impact of Practice staff?*
- Dr Williams has had a baby! He will be on paternity leave for around 3 weeks.
 - *Comments:*
 - *Congratulations Dr Williams, hope the family is all safe and well*

- Manchester United will shortly be kicking off in the Europa League semi-final so Paul would ask the Group to send their most positive vibes!
- *Comment:*
- *The vibes must have worked, because they won...*

10) Meetings attended

- a. John went by invitation to Dishley Grange AGM
 - i. They have 9000 patients, in two surgeries, one at Dishley and the other in Hathern
 - ii. The PPG is very outward looking and is keen to support other PPGs in the North Charnwood Locality
 - iii. The AGM was held in the Gorse Covert Community Centre
 - iv. They had no idea who would come but there were twenty patients – this was a big surprise to the management committee.
 - v. They had three good speakers.
 - vi. They publicised the AGM with text messages and posters in shops
 - vii. John is to attend Markfield PPG next week to tell them about our group

- b. PPG Network meeting April 27th
 - i. John, Mick, Karen and Carole attended (anyone may go)
 - ii. It seems to be very one sided, with the CCG telling us what they were doing, with little opportunity for discussion
 - iii. There were concerns raised about the CCG making decisions, informing PPGs and the Network meetings, by which time, it is always too late to influence any decision
 - iv. The CCG appears to have very little interest in PPGs and/or the Locality Groups rather that we are a 'tick box'. This is also the view of the Locality Group
 - v. WE don't belong to the CCG, we are part of our Practice (CCMG)
 - vi. The CCG appears to be not accountable to the patients. E.g. there was a consultation meeting about the Strategic Plan. Notes were taken but they haven't been circulated to those attending
 - vii. The Next Network meeting is on July 27th. Carole offered to circulate the notes of the last meeting (done)
 - viii. As a result of CCG decisions, the following services have gone from our own locality group – CAB (CCMG) Social Prescribing (CCMG) Blood tests (CCMG) The Carer Service (Dishley) Dishley had even set up regular clinics
 - ix. It was suggested that the PPG should let our patients know about what has been cut by the CCG
 - x. A newsletter is in preparation – this information could go in that

11) **Agenda items for the next meeting:** please send items for inclusion on the Agenda to Carole or John, although it now looks pretty full

12) Any Other Business:

There was no additional business.

13) Date of Next Meeting: 8th June 2017.

- a. Apologies were received from Anne

Minutes agreed and signed as correct..... (Chair)

Date.....