

# PPG Minutes – 12<sup>th</sup> April 2018

## Charnwood Community Medical Group – Dr Hanlon and Partners Patient Participation Group (PPG)

### 1) **Chairman's welcome**

Mick welcomed everyone to the meeting, mentioning a few special names. Bhasker Khatri, admitted to the group in December, was here for his first meeting after a long family holiday in Dubai. John Kershaw, a prospective member was welcomed as an observer. John has much experience in Social Services, having been the Acting Director of Adult Social Care. He is also a Governor at the RNIB College and Holmfield College in Sileby. And John Todd, here for his first meeting back after being unwell for several months. John and Jane are looking forward to warmer weather so that they can take their trip on the Great Central Railway, for which they thank us very much.

### 2) **Those present.**

Mick Gregory, (Chairman), Carole Jefferson (secretary), Alison Atkins, Bhaskar Katri, Helen Davison, Ian Farnfield, John Todd, Margaret Hopkins, Peter Lewis, Shirley Siriwardena, Ursula Mullin, Paul Hanlon (Charnwood Community Medical Group Business Manager) and John Kershaw, an observer for this meeting.

### **Apologise received**

Roger Harris (Vice Chairman), Anne Lockley, David Meredith, Elizabeth Sharpe, Jay Webb, Karen Moore.

### 3) **Approval of the minutes of the last meeting** February 8<sup>th</sup> 2018 and matters arising.

The Minutes were approved and signed.

### 4) **Item 7, Practice News was taken next** As Paul was spinning plates and might be needed elsewhere urgently.

a. Telephone Records - We plan to start adding the GP messages on to the system over the next couple of weeks.

#### b. Partners Meeting Feedback

We have now been able to set the annual budget and review staff salaries for the coming year. This has been difficult due to uncertainty in the system around Practice income for next year.

We are looking at developing the appointments system to introduce a better approach to acute medication requests and sick notes so that we can increase the amount of time allocated for sick notes.

We have a Partners Away Day scheduled for 28.04.18 to put in place our next five year plan.

- c. Clinical Team - Dr Jennifer Goffin will be working in the Practice as a Salaried GP for the next 12 months. Dr Williams will be returning from Parental Leave in May. Dr Tim Hammond will be working on Monday mornings from mid-May.

The group has a great deal of sympathy for doctors who are trying to see patients in a ten minute time frame. Where patients present with limited communication skills and/or serious symptoms, it is inevitable that the time will overrun.

5) **Election of an additional member of the management team**

- a. There were two nominations made and seconded by the appropriate deadline, Alison Atkins and Peter Lewis. Ballot papers were handed out. Six postal votes had been submitted by the appropriate deadline (two were submitted too late)
- b. John Kershaw kindly counted up the ballot papers and postal votes.
- c. Alison Atkins was duly elected.
- d. Many thanks to both for putting themselves forward, to members for voting and to John for counting.

6) **Project Groups 2018**

- a. There have been no further suggestions for project groups for this year, so Mick talked about two that the Management Team have suggested, based on comments from the group and the needs of the Practice.
- b. These are – Medicines Management and Communications
  - i. Medicines management could cover the whole area of prescribing, over prescribing, pharmacist automatically prescribing, all of which can add up to unnecessary expense for the NHS.
    - 1. **Agreed**
  - ii. Communications of all kinds – Practice Booklet, screens, our advice pamphlets, newsletter, website, letters to patients from the Doctors (Roger has taken this on and goes through letters on a regular basis) health promotions (VASL, First Contact Plus, The Active Signposting group project. How do we launch it? Could there be a small exhibition like the Carer group did? We now have a designated Communications member of staff, Sonia
  - iii. **It was agreed to engage in this project.** There is enough work in it to engage two groups in fact.
  - iv. **It was agreed** that we should work on both of these projects.
    - 1. The Management Team will chunk up the communications project for two groups to work on.
    - 2. At the next meeting, be prepared to say which group you would like to work on

7) **Review of the AGM**

- a. It's important to have an AGM even if no one comes. We give patients the opportunity. Dilute interest isn't unusual. Not all PPGs have AGMs.
- b. We think the format is right, so that if a lot of visitors come, we can interest those, if not we have a useful meeting anyway
- c. The agenda stated that refreshments would be available. If we are going to offer only water, perhaps we should leave that line out.
- d. Mick's address was excellent, bringing us back to our aims as a PPG and demonstrating how we have achieved them.
- e. First Contact Plus speaker Debbie Preston was very interesting. She has obvious enthusiasm for the very wide ranging project that she runs. She wants to work more closely with GP practices, to make patients aware of what is on offer. At least two of our group have contacted Debbie since the AGM.

8) **Practice News (taken earlier)**

9) **Meetings attended**

- a. Roger, Peter and Carole attended the WLCCG PPG Network meeting on Wednesday 11<sup>th</sup> April.
  - i. There were very interesting presentations from
    1. Toby Sanders, (Managing Director of WLCCG) Plans for 2018 and beyond
    2. Home First -
    3. Improving Quality – Catherine Trevithick (Chief Nurse for WLCCG)
    4. Practice Appraisal – Catherine Trevithick
    5. Carole tabled a short report (attached)
      - a. The CCG books have to balance and therefore there will be reduced funding
      - b. NHS England has been required by HM Govt. to send more on Mental health and Acute care, therefore money comes from other areas.
    6. All the notes and presentations will be circulated to the group when they arrive
  - b. Mick attended a meeting of the West Leicestershire CCG Training Hub, for which he is the patient rep.
    - i. The focus was Pharmacy Students from De Montfort University.
    - ii. The students spend time in Practices seeing how practices work.
    - iii. They had completed an audit on gout for which they had access to patient records.
    - iv. They then had to deliver a presentation on a patient. One of our group was involved.
    - v. Mick asked about the patient experience.
    - vi. It was an interesting afternoon.
    - vii. Year 10 students (15 – 16 year olds) are to spend time in some GP surgeries, sitting in on consultations (not our Practice).

viii. Because of issues of confidentiality, the group considered that an individual patient must be asked permission before entering the consulting room. Mick made this point at the meeting

10) **Any items for the next meeting, May 10<sup>th</sup>** should be emailed to Mick in good time please.

11) **AOB -**

- a. John K left the meeting. The group agreed unanimously to invite him to join, as with his experience in Social Care and Mental Health he will have a lot to bring to the group. And he has a sense of humour! Mick to contact him.
- b. The Caring for the Carer group will liaise with Paul about moving the exhibition to the other practices. It would be interesting to know how many patients have signed up.

12) **Date of next meeting – May 10<sup>th</sup> 2018**

13) **The meeting closed at 18.32. Many thanks to all for your attendance.**



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

CHARNWOOD  
COMMUNITY MEDICAL GROUP

