

PPG Minutes – 13th February 2020

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

1) **Chairman's welcome**

To the amusement of a handful of patients, the meeting started with a photo call and the cutting of a very special birthday cake to mark our tenth! Thank you John T and Jane for providing it, very special. Mick mentioned how incredible it is that we have been working hard, for a decade, with the Doctors to make our Practice the best providers of patient care possible. Without the constant support of Paul Hanlon, this group could not have achieved as much as we have. The Group presented Paul with flowers, to take home to share with his family – to thank them for their forbearance when Paul is late home after our meetings. The photos will be placed on the Practice website and sent to the WL CCG and to the Echo. Thank you to David Jefferson for coming to take them.

A few founder members were in attendance, John Todd, Shirley Siriwardena, Paul Hanlon (Charnwood Community Medical Group Business Manager), Godfrey Moustache and Carole Jefferson (Secretary). Dr. Khalid was taking surgery but was with us in spirit.

Mick has been in touch with a potential new member.

2) **Those present.**

Mick Gregory (Chairman), Roger Harris (Vice Chairman) Carole Jefferson (Secretary) Alison Atkins (Management Team) Anne Lockley, Bhasker Khatri, Chris Sutcliffe, David Meredith, Godfrey Moustache, Helen Davison, Ian Farnfield, John Kershaw, John Todd, Shirley Siriwardena, Ursula Mullin, Paul Hanlon (Charnwood Community Medical Group Business Manager)

3) **Apologies received**

Peter Lewis

4) **Approval Of Minutes and matters arising**

- a. The minutes were approved.
- b. No matters other than are on the agenda were raised.

5) **Practice news**

Paul Hanlon (Charnwood Community Medical Group Business Manager)

- a. Dr Williams has requested that if any member is currently taking six or more medications and would be prepared to talk to some Pharmacy and Medical students could they please contact Dr Williams, through Paul by Monday 17th February please? The students are conducting medication reviews as part of their course and meeting patients face to face has been shown in the past to help them to complete their course presentations better than if they were solely conducting paper reviews.
- b. Pauls PowerPoint presentation is attached to the minutes

c. Q&As

- i. PCNs – there was some push back nationally because although extra cash had come in for PCNs, GPs were expected to do far more than had originally been suggested. NHS England reviewed the matter and agreement was reached. Most GP practices are now signed up to a PCN.
- ii. Appointments – Forest Edge and Outwoods have now moved to 18.00 hrs. closing
- iii. Recruitment
 1. Currently we are one GP short and are making up the time using locums. This isn't ideal. Recently, Paul and Dr Barfield attended a GP Recruitment drive, to meet overseas Doctors who wish to move to the UK. They met two particularly strong candidates and one is to start with us in June, after their conversion course. It is a big thing to move your whole family to the UK and the NHS and CCMG will do as much as they can to facilitate the move. This colleague is currently in Sweden.
 2. It was noted that as much as people complain about our NHS, there are far worse systems in Europe!
 3. EMAS has recently recruited paramedics from Poland and Australia.

6) **Project Group Updates**

a. Bereavement Support Group

- i. The group has done a lot of work
 1. Agreed terms of reference
 2. Identified what the Practice does already. A condolence card is sent immediately and support is offered.
 3. Targets
 - a. Families of patients at 'end of life'
 - b. sudden deaths
 - c. families of the elderly
 4. How is the Practice informed?
 - a. Funeral director?
 - b. 999?
 - c. 111?
 - d. DHU?
 - e. Social services?
 - f. Hospital if appropriate?
 5. What now?
 - a. Training and time involved suggest that we couldn't offer a support group, therefore possibly find a way of signposting what support is available locally
 - b. Send a letter with the Condolence card, offering support and giving a list of things that the bereaved needs to do.
 - c. Send another letter in around three weeks signposting available help
 - d. Find out from community groups, such as local Churches, Age UK about what is available through them.

6. The Practice is doing some work around Infant death
7. After bereavement, people feel a great deal of loneliness. We may be able to do something to support at this time and to show compassion.

b. Dementia Friendly Practice

- i. The group has been in touch with Frances Leonardi from the Alzheimer's Society. She will come to talk to us on April 2nd 2020.
- ii. She is delighted that the Practice is going for 'Dementia Friendly' status
- iii. She will help us in whatever way we want her to.
- iv. There is a lot of material on Alzheimer's Society website.
- v. The Project Group is trying to focus on what we need to help our patients.
- vi. Dementia week is in May. The Group plans to create a small portable display to visit branch Practices,
- vii. It was suggested that we could invite the Locality Group.
- viii. The Practice is considering running a course for staff.

c. Patient Survey 2020

- i. The Survey form is ready to go. It has a different emphasis and will provide the Practice with a useful baseline assessment. There are questions about Social Media.
- ii. Paul has agreed to print 500 copies initially and to make the questionnaire available for reception staff to encourage patients to complete
- iii. To go on the website/virtual group
- iv. The questionnaire should be available for at least a month. There is no need for PPG members to staff the waiting rooms on a rota, but it could be beneficial if members of the group were to pop in and talk to patients.
- v. The analysis will be done on Survey Monkey apart from one open question inviting written comments. Paul will see these.
- vi. We are hoping for 500 returns; please encourage your friends to complete it.
- vii. The survey will appear on Twitter, the Screens, website, and copies will go out in letters to patients.
- viii. Carole will email the survey form to colleagues.

7) **Meetings attended**

a. WLCCG PPG Network meeting 6th February 2020 - notes have been circulated

- i. Andy Williams the new Chief Exec over all LLR CCGs is a really inspirational speaker.
 1. Priorities
 - a. Social Care
 - b. Mental Health
 - c. Emergency Care.
 2. He spoke about whole system failure and his plans to fix it.
 3. He spends a day a week meeting services heads.
 4. We have invited him to come to speak to us at our October 8th meeting. *Confirmed 17th February by email*
- ii. Julie Warren from the Coms team is going to run a Social Media workshop.
- iii. Winter Campaign – see the CCG Facebook page
- iv. Sharing Best Practice – Ashby Castle PPG told us about how they run a patient survey.

- 8) **AGM – March 12th 2020**
- a. Micks annual report has been circulated already
 - b. The AGM, survey and Annual Report will be promoted in the newsletter, on the website and to Virtual members
 - c. Speakers – Helen Rose, Federation, Dr Dempsey and Paul Hanlon. Together they will explain all about PCNs and answer questions – no need to give advance warning, but do think up some interesting ones!
 - d. At the AGM, the Chair, Vice Chair and Secretary are appointed
 - i. The process is clearly laid out in the Constitution
 - ii. If you want to nominate someone for any position, please ask them for their permission to do so and send the nomination, plus the name of a seconder, to Paul by Thursday 5th March.
 - iii. If there is only one nomination for a particular role, there will be no ballot, the person will be appointed *nem con*.
 - iv. Anyone can nominate themselves – email Paul
 - v. Members of the Group are actively encouraged to seek office, if they wish to. The current incumbents are willing to stand for a further year if there are no other nominations.
 - vi. Alison’s position on the Management team will become vacant as she has a new job, working full time and is unable to attend meetings. Alison has been a valuable member of the Management team and will be missed! Nominations should go to the newly appointed secretary for election at the April meeting.

9) **Agenda items for the next meeting –**

10) **AOB**

An invitation to all to rewrite the mini CVs. Carole will circulate the existing CVs to everyone. Closing date for changes to go to Carole – 28th February 2020

11) **Date of next meeting, 12th March 2020, 2nd April 2020**

The meeting closed at 18.28.

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

Encs: Pauls PowerPoint presentation