

## **Patient Reference Group Meeting**

**Wednesday 21<sup>st</sup> January 2015**

**Present:** Barry Franklin (Chair), Dr Tesh, Helen Mason, 5 Members

### **Matters arising from the last Meeting**

- **Friends & Family Test**  
Following on from our last discussion regarding the FFT we had our first month's results to share with the group.  
Our uptake of responses was not great but of those received there were many positive responses & some areas that as a practice we will need to discuss further & decide on actions.
- **Joint Commissioning of care**  
SW CCG practices voted unanimously to fully delegated commissioning, giving GPs a greater say over the development of new services & models of care in our local community.  
Barry highlighted the importance for patient representation being maintained & the formation of PPG sub groups to help surgeries protect & maintain current services.

### **SW Federation**

South Warwickshire practices have now collectively formed SWGP Federation. The function of the federation is to support practices, ensure viability & maintain profitability of practices & protect health service contracts.

There are many activities it could also undertake to deliver such as IT support & other back room functions, training & education, staff development – in particular practice nurses, managerial & other expertise.

It has already been successful in our bid to commission our own services for the Over 75s & practices are now starting to work with Age UK via it's 'Care Navigator' programme to deliver this project.

### **Dementia Research Campaign**

The national launch of this is happening in February & a member outlined the details of the campaign to the group.

Literature was distributed & we will put up a display in the waiting room.

### **Improving Surgeries**

Barry discussed the 1 billion pound funding that was available for improving surgeries & services but explained it was over 4 years & capital only, the timing for bids was extremely tight too – only 3 weeks. This would make it pretty impossible to acquire quotes & compile a bid in the timeframe.

Dr Tesh talked about the possibilities of us trying to convert some existing storage room space into a consulting room, but this would need to be a future project as we couldn't meet the deadlines on this occasion.

### **Patient Access to Medical Records**

The GMS contract says that practices must provide your patients with online access to their medical records by 31<sup>st</sup> March 2015. NHS England calls this service 'Patient Online'

This does not mean full access to medical records but to a minimum data set of their medication, allergies & adverse reactions in the first instance & this can be expanded to include more areas as practices deem appropriate.

At this stage our Clinical computer system is not able to support this function, however, they have assured that by the march deadline our patients will have this facility available.

### **Feedback from South Warwickshire Patient Participation Group**

Update from Barry

- SW PPG - now update members on a weekly basis to avoid long delays to their meetings
- At the last meeting there had been a talk from C&WPT Mental Health regarding their service. No time for Q&As  
Dr Holtby had sent feedback on this regarding concerns raised in the practice about referrals etc
- Development & Section 106 monies – plot on Europa way for a 5 GP surgery, which it is envisaged will initially be for 2 GPs & then increase over time.
- Planning applications – any future planning applications that are likely to impact on us Barry will happily act on our behalf with any objections we feel appropriate.
- Co commissioning- PPGs were asked to voice their views regarding any conflicts of interest.
- Monitoring quality within SWCC group, this was a topic of discussion at the last meeting.
- Barry will forward Helen a copy of the SWPPG minutes for info & reference.

### **AOB**

- Suggestion from member that we move the children's table & chairs away from the door as many of our less able patients struggle to negotiate the door & the obstacle. It was agreed to move to opposite corner of the waiting room & leave the doorway clear.
- Whitnash Tymes article is due to be submitted by 10<sup>th</sup> February, Helen will forward article asap.

- It was felt that as PPG meeting attendance is dwindling a little, we should maybe now try & actively recruit some new members.  
We will add a note to our website & also to our next newsletter.  
Also a note to say, if current members could notify us of any changes to email addresses etc so our members list can be kept up to date.  
Barry was happy for his email to be used as a contact for the above.
- PPG members kindly offered their help, wherever they can be of assistance in the practice. This greatly appreciated & we will consider ideas for the next meeting.  
Barry offered to collect the FFT data  
Another member offered to help with PPG meeting minutes  
Thank you to both for this help.

**Date of next meeting: 7.00pm on 25<sup>th</sup> March 2015**