

Patient Reference Group Meeting

Wednesday 19th November 2014

Present: Barry Franklin (Chair), Dr K Holtby, Helen Mason, 5 members

Matters arising from the last Meeting

CQC inspection – still outstanding for Whitnash Surgery & inspections in the new format will recommence in South Warwickshire from January 2015.

Under the new rating process we have been allocated at level 6 which is the highest, this was very reassuring for us all.

Friends & Family Test

The group were interested to know about the new Friends & Family test & where as a practice we were in the process.

The FFT becomes a contractual requirement for GP practices from 1st December 2014. From this date patients must have the opportunity to submit feedback on the practice via FFT. The mandatory requirement is that we use the standard wording of the FFT question & the responses exactly as detailed below:

Standard Question

How likely are you to recommend
Our GP practice to friends & family
If they needed similar care or
treatment?

Possible Responses

extremely likely
likely
neither likely or unlikely
unlikely
extremely unlikely
don't know

We must then include at least one follow up question which allows the opportunity to provide free text.

Whitnash like many other SW practices have adopted feedback cards with visual 'smiley face' prompts & then the opportunity to tell us 'What we are doing well' & 'How can we improve'. We have had these on display in the waiting room & are accepting feedback ahead of the 1st December.

NHS England will start to collect this data from GP practices from the end of January & will be responsible for publishing monthly data (initially after 3 months).

We hope to be able to feedback to the group more details on our data at the next meeting.

Accountable GP for the over 75s

As we had previously briefly outlined the availability of some additional CCG funding has been ring fenced for use to provide extra support & resources for the over 75s accountable GP. SWCCG had put forward a proposal for the use of this funding & there was also a collaboration of Warwick & Leamington GPs who had put forward their own proposal to spend the funding to benefit patients.

27 of the SW practices (of which Whitnash is one) have been successful in their bid to commission their own services for the Over 75s & utilise as a group these additional monies. The proposal is for a co-ordinated approach between Age UK via its 'Care Navigator' programme and participating practices to provide a proactive care programme for the Over 75s to address their issues. Practices will work with Age UK to identify patients but will also provide enhanced clinical reviews to further investigate & manage the clinical needs that are identified. There will also be a 'Silver Book' for these patients that will contain hints & tips for the elderly population & sign post them to available resources.

Feedback from South Warwickshire Patient Participation Group

- Barry had attended SWPPG meeting at the Syndi Centre but commented that the whole forum had been overwhelming as just too much discussed and too many people were in attendance. It was felt that that it was becoming 'unmanageable' & there needed to be some changes to the structure to enable better functionality of the group.
Dr Holtby agreed to feed back their concerns to CCG
- Barry updated us on his work with planning & section 106 (he explained Section 106 to the group) He had recently also been asked to give a presentation to Stratford Health & Wellbeing Scrutiny Committee
- There are currently varying levels of practice representation & it is proposed to set up 'buddy groups' for PPG chairs in order to try and move PPGs along and share good ideas between groups. CCGs have been inefficient in this area & it was felt that maybe PPG chairs would have more success.

AOB

- Patient Call Screen: some members of the PPG commented that it would be really useful to patients if it automatically came up with 'Doctor running late' messages & 'realistic' in the times of delay!
- Planning/new housing continues to be a concern to Whitnash MC, Neighbouring practices are now also struggling with capacity issues and have closed their lists to Whitnash located patients, this, ultimately will have a considerable knock on effect to our ability to maintain our levels of access.
Open Boundary issues will also compound capacity.
- Member had attended a Parkinson & MIND meeting at the Syndi Centre which he discussed with us & he also brought some more useful information obtained from the Alzheimer's Society.
- SWCCG summary Annual Report – distributed
- Joint Commissioning of care – CCGs have been given the opportunity to assume greater power & influence over the commissioning within Primary Care and at what level is still for discussion.
Document to review & comment on by mid-January (Next steps towards primary care co-commissioning)
Extra CCG meeting next month

- Petition –new law to rein in NHS privatisation. Member raised this & asked if anyone else had seen or had knowledge of it. She will email to Helen for distribution to GPs.
- It was felt that as PPG meeting attendance is dwindling a little, we should maybe now try & actively recruit some new members.
Also maybe some specific topic evenings would help to encourage interest in the PPG. Dr Martin had previously mentioned arranging a speaker (Amy Delaney) for the Super 6 Diabetes so we will ask her to pursue this for a future date.

Date of next meeting 21st January 2015