

Patient Reference Group Meeting

Wednesday 10th September 2014

Present: Barry Franklin (Chair), Dr J Martin, Helen Mason, 4 PPG members

Helen Mason (new Practice Manager) was introduced to the group and made very welcome.

For the benefit of Helen as a new member, Barry read the Ground Rules and explained how the group functions, its purpose & 'who's who'.

Matters arising from the last Meeting

There were no minutes produced from the last meeting, so Barry gave a brief outline of that meeting & there were no outstanding actions.

Feedback from South Warwickshire Patient Participation Group

- In order to enable better functionality of this group, it has been decided to organise a training day with facilitation, the proposed outcome of which will be to set up 4 sub groups within the organisation, these will concentrate on areas such as, effect, rules, behaviour, what can/can't be discussed
The group is representative of between 330-340,000 patients so it is important that they are a cohesive group who are listened to & have an adequate voice.
- 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.
- Practice Manager buddy groups are also inviting PPG chairs along to their meetings to speak, providing an opportunity for them to share issues such as planning proposals etc & PPG can then become more involved and influential where needed providing support or objection on behalf of the practices.
- Planning group are liaising with MPs regarding the knock on effect of increased housing & the ever continuing lack of additional finance for health care.
- **Courier Article** – Barry outlined for the benefit of the group Dr Andrew Kennedy's article in the Courier. He had stated that Drs Surgeries were under increasing pressures and many GPs were at breaking point. Permissions for new housing were just adding to these pressures. Dr Martin hopes that these increased pressures that GPs are facing are not filtering down to patients in a negative way, as a practice we are still trying to be positive and provide the best service we can regardless of the current climate.
- **CQC inspection** – still outstanding for Whitnash Surgery & inspections in the new format will recommence from October.
- **Practice Lists** – Member expressed his concerns that by practices having Open Door policies and taking patients from out of area that potentially we could reach capacity & then patients living in close proximity to the surgery would become disadvantaged & unable to join our list. We currently abide by our NHS contract & registration rules, however, this is an area for future discussions as registration & boundary rules change.

As a practice we would like to maintain the levels of service we currently offer, & could increase in list size to 5,700 – 5800 maximum, any more than that and we would start to compromise our levels of access & quality of care.

- **Extended Hours** – The service Specification for this has changed for the year 2014/2015 & these extended hour appointments are required to be offered to any patients, the exclusivity of offering to workers only has been removed. However, it is still tending to be workers that are using these appointments.
- **Online appointment booking** – this met with some positive feedback from the group but it was felt that maybe we needed to be a little more proactive in promoting the availability.

AOB

- Member bought some useful information obtained from the Alzheimer's Society. This we will pass on.
- Dr Martin explained the current initiative in General Practice to help prevent unplanned admissions to secondary care. She outlined how we are currently identifying those patients most at risk & working on advanced planning to identify their problems, note their next of kin & put personalised care plans in place for them which they then keep at home and are available for any Health Care Professionals involved in their care.
- Dr Martin also outlined the availability of some additional CCG funding which has been ring fenced for use to provide extra support & resources for the over 75s accountable GP. CCG has put forward a proposal for the use of this funding but there is also a collaboration of Warwick & Leamington GPs who have put forward their own proposal to spend the funding to benefit patients eg employment of community matrons etc.
- The impact of the expansion of The Lawns was discussed but as a practice we didn't take all the new patients but asked that patients were given the choice of the other local practices, this resulted in a 3 way split with the other surgeries.
- Flu Clinics are now arranged & promotional materials displayed in the surgery.
- Whitnash Tymes article – encouragement of Childhood Immunisation was proposed and agreed.

Date of next meeting 19th November 2014