

Minutes of the 5th Patient Participation Group (PPG) meeting – Wednesday 25th June at 1630.

Attendees:

Ms Mary Bradley (MB)
Mr Yorick O'Nyons (YO)
Mrs Viv Lavan (VL)
Mrs Glyn Hoyle (GH)
Mrs Ann Bennett (AB)
Mrs Janet Golding (JG)
Mrs Dee Kimber (DK)
Mr Geoff Woodford (GW)
Mrs Jenny Woodford (JW)
Ms Susan Hughes (SH)
Mr Joe Strange (JS)
Mrs Christine Heelis (CH)
Mrs V Mitchell (VM)

Apologies:

Mr Mike Burden (MB)
Mrs Barbara Coumbe (BC)

Opening Comments

The meeting commenced at 4.30pm.

YO thanked everyone for attending and ran through the apologies.

YO ran through the purpose of the PPG. He also talked about a Surgery/Patient partnership.

YO reiterated importance of being strict with time and trying to stick to agenda

General Practice – An overview

YO ran through the challenges facing General Practice. These included Rising demand (40 million more consultations in next 3-4 years) and shrinking budgets. YO gave local examples of both.

YO talked about Commissioning Groups priorities. These included reducing unplanned admissions to hospitals and improving community care (the two are linked).

He also stressed the importance of the Patient voice and how Mary and Mikes attendance at the Commissioning Group was so important.

YO handed out leaflets and details of the “Back your GP” campaign

The Partnership

What the Patients can do for us

YO asked the PPPG to help with the following:

Feedback and opinions. Submitted via the Comments forms and on NHS Choices. This is very important and will be reviewed when we have a CQC inspection.

YO will send the NHS Choices link out with the minutes.

Help with surveys from Commissioning Groups (CCC) etc

Help with the Friends and Family test later in the year (flu campaign)

Continued attendance at the CCC

What can the surgery do for the Patients

YO asked for 1 large, 1 medium and a few smaller projects. These would be the 2014/15 priorities. He gave examples of previous years successes

Large – Feedback opinions to the CCC

Including -

Positive response to the role of the Acute GP Service (VL)

Paucity of 2 week wait referrals – Example given of one taking a month (MB)

Positive response to treatment received in mermaid centre (MB)

Inadequate community support – example given of really poor support (GW and JW)

Perception of ageism – Once you are a certain age you are written off (General feeling)

Praise for work of local GP service and general treatment (AB)

Medium

Improve Young people's services

JS said service very good but:

C-Card – Good idea but young people would not come to a GP surgery and ask for condoms (JS). Make accessibility to them easier and more private (JG)

Boys and Girls booklets very good but more accessible (tucked away) (JS)

Young Persons section on the website

Small

Try to improve the camber outside front access to surgery (GW) – Handrail or bollard

Make steps more visible – Luminescent paint??? (GW)

Integration with FOTS

Much discussion on role of PPG and FOTS and whether they should integrate.
Agreed that they should and hold 2 monthly meetings. Points:

To be called Patient Participation and Friends group
Bank account still to be named Friends of Trescobeas Surgery (GH)
Meeting dates to be just before CCC meetings (MB)

Proposed future meeting dates:

Wednesday 3rd September – 1630
Wednesday 29th October - 1630

DONM: June – tbc and combined with PPG