

DRS WEBSTER & TWOMEY

PATIENT PARTICIPATION GROUP

Minutes of Meeting Held on 6th December 2011 at Rainford Health Centre

Present On Behalf of the Practice

Dr John Webster, GP
Dr Mick Twomey, GP
Dr Jo Lowcock, GP

Sr Lindsay Johnson, Practice Nurse
Mrs Helen Sansbury, Practice Manager
Mrs Kathryn Williams, Asst. Practice Manager

Present Representing Patient Group

Mrs L Conachey	Mrs S Corfe	Mr D Cowley	Mr A Gavin	Mr J Rosbotham
Mrs P Highton	Mrs B Jones	Ms S Kimberley	Mrs J Marten	Mr W Singleton
Mrs C Sanders	Mrs J Shaw	Mr K Gratton	Mr M Marten	

Apologies for Absence

Mrs L Burns	Mr R Jones	Mr K Marshall	Mr A Siner	Ms J Lloyd
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Introductions and Welcome

As this is our first meeting Mrs Sansbury welcomed everyone to the meeting and introductions were made.

Helen explained the process by which we have selected the current members of the PPG. She explained that we had a very good response to our text message encouraging patients to come forward and therefore, we had chosen an appropriate number of patients based on age and gender to try and create as diverse a group as we could to represent our patients. Accommodation logistics meant that the Group could not be larger than 20.

What is a Patient Participation Group (PPG)

Helen gave a short powerpoint presentation and overview of what a PPG entailed and what the Practice felt could be gained from such a group. Many in the group had already heard of these groups and had a good knowledge of what was entailed through research they had undertaken on the internet.

Following on, the Terms of Reference were agreed:

The ground rules agreed were:

1. This meeting is not a forum for individual complaints or single issues
2. Open & honest communication by all
3. All members are equally important and all opinions should be respected.
4. Be flexible, listen, ask for help if you do not understand
5. Demonstrate a commitment to delivering results, as a group
6. Start & finish on time, stick to the agenda.

The Aims and Objective of the PPG:

1. To consult and plan with patients on the facilities and provision of services.
2. To bring a sense of ownership and partnership between patients and practice staff.
3. To give practice staff and patients the opportunity to discuss topics of mutual interest.
4. To allow patients to make positive suggestions about the practice and healthcare.
5. To develop projects to meet the needs of patients in order to influence the local provision of healthcare.
6. To provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary.
7. To explore ideas identified by patient surveys.
8. To evaluate and review the effectiveness of the PPG annually.

Everyone agreed that Mrs Sansbury should take on the role of Chair and Mrs Williams that of secretary. However, in future if anyone from the patient representatives would like to take on either of these roles we are happy for this to happen to enhance and encourage the collaborative nature of this group.

Discussion took place and the decision was made that an appropriate quorum (that is the **minimum** number of people required to justify a meeting going ahead) would be:

Two Clinicians (if possible)
Six Patient Representatives
One Manager

The Group agreed that we should meet approximately every 3 months. Notification for these meetings will be made by text message to which members will be able to respond to confirm their attendance. A review of the effectiveness of the Group will be made after 12 months.

Feedback on Current Issues from the Practice

In response to a question regarding how changes to the NHS would affect us Dr Webster gave a view of his understanding.

Dr Webster briefly explained that groups of GP's called Clinical Commission Groups now have responsibility for commissioning services on behalf of Practices in our area and that

currently we are part of StHealth. This is leading to some issues as GP's are, in his view, not experienced as managers and may not have the experience or expertise to run these kinds of commissioning groups. Nor are the commissioning groups in our area large enough currently to command successful "buying" power of services for our patients. However, this is a situation that is ongoing and evolving all the time.

Dr Twomey described how, in the current climate, we are all being challenged financially and are always being asked to make savings. At the moment we are being audited on our referral rates to the hospital and being told we cannot refer patients for procedures that are considered "lower priority" of which there is a long list of procedures. Prescribing is another area where we are continually being audited to ensure that we are providing good value and sometimes this means prescribing "generic" medicines over branded options.

Mrs Sansbury suggested that we might invite the head of our commissioning organisation to attend one of our future meetings.

Mrs Sansbury informed the Group that we need to carry out a patient survey around access to appointments at the Practice. Everyone agreed that the most practical way to do this was to ask patients attending the surgery to complete a questionnaire and also post one on our website. We agreed that this survey should be completed by the end of January 2012 in order for us to report the results back at our next meeting, which is to be arranged for February.

All members were happy with the new "text" service MJOG which we have introduced, this is working very well and helping to eliminate missed appointments and also saving costs on postage.

We discussed the possibility of collecting e-mail addresses in order to e-mail copies of our newsletter out to patients. We will look in to this possibility. It was noted however that this may not be quite as simple as it may first appear due to conflicts with the Practice Internet and E-mail Policy. However another mechanism could be around publishing the newsletter on our website. Please don't forget that you can provide feedback through our website using the feedback option. However this mailbox is not manned and therefore any responses may take some time and should NOT be used for any clinical or personal queries. Our website address is www.rainfordhealthcentre.co.uk We will text when a newsletter is available on our website and when there is any up-to-date information to report.

We agreed that we would try to rotate our meetings to allow every opportunity for people to attend.

Date and Time of Next Meeting

Monday 13th February 2012, 6.30 pm – 7.30 pm at Rainford Health Centre