

Manor Medical Practice – Patient Participation Group (PPG)
Minutes of meeting held 6/12/17.

Apologies Received: Ann; Wendy & Richard

Virtual Members: *Jenny Price; Elaine Beldon; Stephen Prosser; Karen Renicor; Anthony Sykes and David Sugden*

Minutes of last meeting: Agreed.

Matters arising from last meeting:

Registration of new patients:

The practice has looked at how to improve patient privacy. It seems to be a common problem across other Practices. One possible way of solving the issue is to ask patients if they wish privacy. There was a view that it should be offered and the question was asked . . . "can a notice be put up?" It is alright for existing patients; the issue is more to do with 1st timers who are registering.

It has been discussed at PLT and 1 person will deal with all 1st time registrations after the forms have been checked on the front desk.

Dale gave a short presentation on the recent Patient Network Celebration event he had attended. There were between 60 & 70 attendees including most PPG chairs. There were presentations and workshops on a variety of subjects. Dale attended Revitalising the PPG; Influencing the CCG (Clinical Commissioning Group) and PPGs working together.

A discussion ensued.

Revitalising the PPG: Key messages –

- Every PPG has 'moaners' on it who are there to push their own needs;
- Give them space and move on;
- PPG needs terms of reference (copy of one from Saltaire Medical Practice was shared);
- Clinicians should be members of PPG but should not dominate;
- PPG is the patient's meeting therefore their involvement is essential.

Influencing the CCG: a wide ranging discussion took place.

Dr Ali explained the structure –

NHS England -----Regional Offices -----CCG

Patients have the most interest in their own care. CCGs commission/buy primary care e.g. Mental Health Services; hospital services etc. Patients should help the Practice develop. The PPG should identify the KEY things necessary to improve patient care. . These should then be fed back to the Practice and the CCG. They both need to be informed of what needs to be commissioned.

The Chair suggested the meeting consider what we should say to the CCG. Dr Ali suggested we should liaise with other PPGs and try to find some commonality across Bradford which would be a more powerful influence. There is an emerging move towards joint medical and social care provision.

PPGs working together: There is interest in setting up a group of Chairs/Vice Chairs of PPG's across Bradford. Some PPGs are very small and the feeling was that around 12 active members made the work more viable. Some PPGs are reluctant to involve Practice Administrators!

The idea of specific health groups came up. This has been discussed before at our meetings. It has been suggested that some PPGs wish to encourage young people on to them. We have previously agreed the age limit should be set at 18+

Dr Ali commented that we need to have more patients interested and involved. The Practice may select appropriate persons and ask them to consider joining.

It was suggested that Manor Medical Practice should take the lead on getting other PPGs together to approach the CCG.

ACTION: Ian to obtain details of other PPG Chairs and liaise with Rafiq.

Surgery/Practice Matters:

There was nothing major to report other than the mixed delivery of services seems to be working, particularly Triage & open access. Although SMS texting and open access has reduced the level of DNAs, there is still a 20% DNA at appointments even after speaking to a GP and getting an appointment. The Practice is compiling a list of regular 'offenders' which will be brought to the next Practice Meeting for discussion.

The number of bookable appointments has gone down but GPs are seeing more patients through open access. The Practice has recognised that there needs to be a range of methodology in delivery and one size does not fit all.

A. O. B.

1. A letter has been received from Barnardo's Young Carers asking us to display a poster – already on the wall.
2. Group photo will be taken at the next meeting of PPG.

Date of Next Meeting:

Committee members were asked to note the next meeting will be held on WEDNESDAY 21st February 2018 @ 1.00pm Girdlington Road.

Signed: Rafiq Sehgal (Chair) PPG

Date: _____