**Minutes of Patient Participation Group (PPG) Meeting of Bedworth Health Centre**

*DATE:* Tuesday 19th September 2017 / *TIME:* 13:00 – 15:20

*LOCATION:* Main Hall, The Health Centre, High Street, Bedworth CV12 8NQ

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| *AGENDA* |
| *ITEM NO.* | *ITEM* | *RESPONSIBILITY* |
| 1. | Apologies | RC, AN |
| 2. | Minutes of previous meeting (19/06/17)* Matters arising (if not covered below)
* Introductions: Drs. Chohan, Pritchard, Staveley
 | RC, ANAllPC, AP, IS |
| 3. | Practice Update | RC / EG |
| 4. | Feedback from WNPGF meetingsFeedback from WNCCG AGM | AN |
| 5. | Patient Survey- Perceived purpose (i.e. what do we want to know?)* Format
* Implementation (dates, organisation, member involvement)
 | All |
| 6. | WCC Bids* Annual computer bids
* County Councillor grants
 | AN / All |
| 7. | CCG commissioning intentions (for feedback by mid-October)* What do patients want / need?

- Are the six priorities the right ones for our population?* How can the PPG help?
 | AN / All |
| 8. | Any other business (AOB) | All |
| 9.  | Proposed future meetings | All |
| 10. | Date, time and location of next meeting | All |

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| *ATTENDEES* |
| *NAME* | *INITIALS* | *ROLE / REPRESENTING* |
| Ross Chadwick | RC | Reception Manager – MINUTES |
|  | AN | Chair of PPG – Meeting Chair |
|  | GT | PPG Member |
|  | AW | PPG Member |
|  | SU | PPG Member |
|  | CJ | PPG Member |
|  | MP | PPG Member |
| Dr. Austin Pritchard | APr | Salaried GP |
| Dr. Imogen Staveley | IS | Salaried GP |
| Dr. Paramdip Chohan | PC | Salaried GP |
| Elizabeth Gilbey | EG | Practice Manager |
| Julie Hunt | JH | Macmillan Cancer Information & Support Manager |

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| *1.*  | *APOLOGIES* |
| *NAME* | *INITIALS* | *ROLE / REPRESENTING* |
|  | GOS | Deputy Chair of PPG |
|  | LC | PPG Member |
|  | SP | PPG Member |
|  | SL | PPG Member |
|  | AP | PPG Member |
|  | IR | PPG Member |
|  | FM | PPG Member |
|  | EL | PPG Member |
| Hillary Jackson | HJ | Business Manager |

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| *2.* | *MINUTES OF PREVIOUS MEETING & INTRODUCTIONS* |
| The minutes of the previous meeting were discussed and approved.RC fed back a response he had had from Dan Ibeziako (DI – Engagement, Communications and Marketing Lead (Warwickshire) – NHS Arden and Greater East Midlands Commissioning Support Unit) with regards to the proposed press release following the merger and the PPG’s work to source the banner signage – DI had asked what the PPG / practice would like to happen. EG informed the group of meetings and discussions that had taken place following the IT merger problems between INPS (the clinical system provider) and the practice. The group agreed that a press release was no longer necessary and should be shelved. RC agreed to e-mail DI with the outcome of this discussion and to copy AN into the e-mail. AW requested that a copy of the photo that DI had taken of the group, with the banner signage, is obtained – this was unanimously agreed.Introductions amongst the PPG and APr, IS and PC took place. AN explained to APr, IS and PC what the PPG was and do. IS informed the group she was the Cancer Lead for Warwickshire North. APr clarified the term ‘GP Registrar’ with MP. AN re-iterated his belief that Doctor involvement in PPG meetings is key. IS agreed and agreed to discuss this with the Practice partners. IS queried whether the forthcoming patient survey is a standard one or one created by the group. AN clarified that this was created by the group. IS suggested that the survey is circulated amongst the Doctors for comment prior to implementation in the surgery and it was agreed that previous surveys would also be circulated amongst the Doctors for comment.APr, IS and PC excused themselves from the meeting to carry out home visits. |

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| *3.* | *PRACTICE UPDATE* |
| AN questioned whether the website address problems had been resolved – RC and EG believe so. EG commented that the Dr. Reily & Partners surgery was still showing on the ‘NHS Choices’ website – RC agreed to look into removing this. AN questioned the receipt of a DNA policy from HJ and requested this was chased. RC discussed the drive to gather mobile numbers amongst patients to help with the implementation of the ‘Text Message Appointment Reminder’ service. RC circulated the ‘Text Message Consent’ form amongst the group. EG and RC explained the logistical and data protection work that needs to be done prior to the implementation of this service, which is why it cannot be turned on straight away. RC circulated the ‘Self Check-In Machine’ user guide he has created. RC discussed the changes in the layout of physical items in Reception and how the Reception bays will be manned moving forward:*Monday AM*: Prescriptions, Todays Appointments and Future Appointments*Monday to Friday PM*: Prescriptions and Todays Appointments*Tuesday to Friday AM*: Prescriptions, Enquiries and Todays AppointmentsGT queried whether patients can take up the Electronic Prescription Service (EPS). RC stated that the promotion of this is going to be looked into and the pros and cons of this. AN expressed concern regarding the confidentiality of the SPINE following RC’s explanation of how it works. A number of members mentioned an NHS headed letter they had had promoting a prescription ordering service.JH explained her role to the PPG and explained she had an additional information point that she is hoping to source for the surgery. AW agreed to stock this information point as she had done with the current one. JH explained more about the information services that Macmillan provide – can provide details about cancer / benefit entitlement / financial help. JH advised that residents of Bedworth would need to go to GEH to be in receipt of Macmillan information services. JH agreed with EG to review the practice’s ‘Carer Pack’ – a surgery in Bulkington has found this useful. EG requested that JH look at holding a ‘drop-in’ clinic in the surgery.JH excused herself from the meeting.  |

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| *4.* | *FEEDBACK FROM WNPGF and WNCCG AGM* |
| AN circulated the minutes from the Warwickshire North Patient Group Forum *(*WNPGF) and the Warwickshire North Clinical Commissioning Group (WNCCG) Annual General Meeting (AGM) – it was discussed that these minutes should be published on the surgery website under the PPG page. RC explained that a lot of copy on the website was being re-written and a discussion took place as to whether the PPG would like to write their own copy for publication on the website. |

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| *5.* | *PATIENT SURVEY* |
| Previous surveys of the Dr. Singh and Dr. Reily practices were reviewed by the group. Positive comments in respect of the Dr. Reily surveys were made by GT and SU. A discussion took place with regards to the format and content of the forthcoming survey. SU commented that patients would prefer one page. MP agreed and commented that patients will be put off completing anything above two pages. SU commented that the green smiley face response should be first. RC questioned whether the survey would need to be printed in colour as if not, this would make the coloured responses less meaningful. AN stated his opinion that the survey should be in colour if the smiley face response option was the agreed format and re-enforced that black and white printing would result in a loss of the effectiveness of the response option. EG agreed that the practice would fund the printing of the surveys in colour. CJ and EG commented on the need to have a message on the form with regards to accessible information (i.e. people with sight impairment). AN agreed to draft a copy and work on it with SP. A discussion took place about when the survey would be carried out in 2018. A suggestion was to tie it in with the surgery’s flu clinics in September / October time, as there will be an increased number of patients in the surgery, therefore increasing the response rate.The proposed date for implementation of this year’s survey was Monday 30th October and for it to run for a minimum of a fortnight. AW commented that it is useful to have two members present when the PPG are present in the surgery to promote the survey. AN requested that members send him their availability and he would draft a rota with regards to PPG presence in the surgery to help with the promotion and implementation of the survey. EG agreed that the practice would source a supply of pens to assist patients in completing the survey and increasing the response rate. AN proposed the following themes: Online Services; Self Check-In; Post Merger Issues / CommentsThe group debated the wording and inclusion of certain questions, using the Dr. Reily & Partners survey as a guide. Some questions were retained, some were removed and others were reworded. AW proposed conducting ‘mini-surveys’ during the year, based on the results of the main survey. |

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| *6.*  | *WARWICKSHIRE COUNTY COUNCIL (WCC) BIDS* |
| AN explained that the WCC initiative providing funding for a laptop, as previously utilised by Dr. Reily & Partners, is approaching. PPG agreed that this would not be applied for on this occasion.AW mentioned the closing dates for the funding for the aforementioned initiative and for the additional signage which has previously been discussed. AN confirmed that the signage funding was being applied for. EG agreed to communicate details of the signage company that have previously been used. AN suggested that funding for another banner, similar to the one previously procured by the PPG, could be applied for again. PPG agreed to apply for funding for this next year. |

**THE MEETING WAS DRAWN TO A CLOSE DUE TO AN OVER-RUN OF TIME**

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| *7.* | *PROPOSED FUTURE MEETINGS* |
| RC confirmed that the following date had been booked for a future meeting:- Tuesday 12th December 2017 at 1.00pm in the Main Hall**Tuesday 31st March 2018 at 1.00pm in the Main Hall has since also been booked.**Dates for meetings further into 2018 will have to be booked nearer the time as the diary for the Main Hall for April 2018 onwards is not available at present. |

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| *8.* | *DATE, TIME AND LOCATION OF NEXT MEETING* |
| **Tuesday 12th December 2017 at 1.00pm in the Main Hall** |