

**Minutes and Action Points of
Patients' Group Committee Meeting
Wednesday 12th March 2014 at 19:00**

Present: Peter Boulton, Jerry Bullock, Teresa Kaur, Karen Pearce, Dr Saund, Sheila Shaw, Ian Simpson and Gary Stantiall

Apologies for absence: Ian Bradford, Martin Dudley, John Onsworth and Anila Sisodia

Action

1. Minutes

AGREED that the minutes of the meeting of the Committee held on 23rd January 2014 be approved as a correct record.

2. Patient Survey 2013-14

The results of survey conducted in December/January were submitted together with a comparison with the 2012-13 survey results and the comments added to the survey forms. Also submitted was a draft action plan which identified the main issues arising from the survey and outlined the intended actions and timescales.

In total, 316 completed forms had been received, representing a 25% increase on the previous year. The main areas of concern were in relation to waiting times and getting through by 'phone in the morning peak.

Reference was made to potential ways of addressing the issues raised but there was a balance to be struck between "efficiency" and maintaining the Practice's ethos of care for patients. Members of the Committee expressed the view that it was important that the Practice's current approach in caring for patients needed to be maintained.

Concern was expressed by a member of the Committee that not all survey forms had been included in the analysis and it was requested that a check be undertaken to ensure that there had not been any omissions.

Reference was made to the fact that there were proposals within the NHS to change the type of survey to be conducted in 2014-15 and concern was expressed that important input from

<p>patients could be lost as a consequence.</p> <p>AGREED</p> <ol style="list-style-type: none"> 1. that the Practice be requested to check the analysis to ensure that no forms have been omitted from the analysis; 2. that the Action Plan be accepted as submitted; 3. that the Committee be consulted in advance of the next patient survey on the form and content of the survey proposed. 	<p>KP</p> <p>KP</p> <p>KP</p>
<p>3. Patient Participation Awareness Week 2014</p> <p>At the Committee's meeting in January, preliminary consideration had been given to the awareness week and it had been decided that members of the Committee meet informally to consider proposals in more detail. That meeting had been held on 24th February and an extract from the notes of the meeting regarding the matter was submitted.</p> <p>AGREED</p> <ol style="list-style-type: none"> 1. that the proposals of the informal Committee meeting on 24th February be agreed; 2. that the Chair continue his efforts to agree a joint meeting with other local PPGs to pursue the matter. 	<p>JB</p> <p>PB</p>
<p>4. News from the Practice</p> <p>Practice representatives updated the Committee on the following topics:</p> <ol style="list-style-type: none"> 1. <u>Doctors' Rotas</u> <p>The matter was still on-going and an update would be provided at the next meeting;</p> <ol style="list-style-type: none"> 2. <u>Implications of effect of potential closure of the other Hathern surgery</u> <p>The Primary Care Panel's decision on the matter was expected to be announced on 14th April. The stance of the Practice in dealing with potential new patients was outlined and endorsed by the Committee. The issue had raised significant questions about cross-border working by the NHS bodies involved and those</p>	<p>KP</p>

needed to be addressed in advance of any future similar cases.

3. Practice Appraisal

The Appraisal had been conducted in late-January with the Patients' Group's Chair involved in the process. The Appraisal Report was awaited from West Leicestershire Clinical Commissioning Group (CCG).

Peter commented on his experience with the process which had been a positive one and Dr Saund referred to the positive view of the CCG representatives of the work and involvement of the Patients' Group. Karen outlined the various areas that were reviewed and Dr Saund outlined the issues raised by the Practice for the CCG to consider.

4. Staffing

Karen outlined anticipated changes within the reception teams at Loughborough and Hathern and of a further review of staffing to match resources to demands.

5. Patients' Group MoT

At its meeting in November 2013 the Committee had received a report on a Regional conference organised by NAPP including information on an "MoT test" which the Association had devised to enable Patients' Groups to assess their "roadworthiness".

A table setting out the "parts to be tested", findings, evidence sources and proposed actions was submitted for the Committee to consider.

AGREED that the findings be accepted and proposed actions be endorsed.

JB

6. Patients' Group AGM - 24 April 2014

At the Committee's meeting in January, consideration had been given to arrangements for the AGM including a draft agenda and timetable and it was decided to hold an informal meeting of Committee members to consider proposals for the AGM in more detail and for discussions to be held with the CCG about its potential involvement.

The informal meeting had been held on 24th February and an extract from the notes of that meeting regarding the matter was

submitted. Arising from those discussions a Questions and Answers approach had been favoured as a way to engage with and interest patients but with a short presentation by a CCG representative to precede that.

A copy of the first draft of the Annual Report to be put before the AGM was submitted. Jerry reported on a view expressed by one of the Committee members that a shorter version of the report would be more likely to be read by patients.

It was acknowledged that there was more than one purpose behind the report and that one format did not necessarily meet the requirements of all concerned. There was a case for a detailed report to account for what the Committee had and had not achieved but also a more concise record of action taken which was likely to be of interest to more patients.

AGREED

1. that the proposals of informal Committee meeting on 24th February be endorsed;

JB

2. that the Annual Report be accepted as submitted subject to consideration being given to emphasising the level of interaction with the CCG and through the PPG Network;

JB

3. that, in recognition of the fact that there are different "audiences" for the Annual Report, a summary version highlighting the main issues be prepared and circulated.

JB

7. Walking for Health and Seated Exercise

Since the last meeting, four of the regular attenders on the weekly health walks had attended the "theory" training arranged by Charnwood Borough Council (CBC) and would now progress to completing the practical training and then leading their first walks as "health walk leaders" over the course of the next couple of months.

At the last meeting, the question had been raised about the possibility of "seated exercise" being available for patients for whom the health walks programme might not be appropriate. Jo Grant from CBC has advised that, coincidentally, a seated exercise programme has been running in recent weeks at Gorse Covert Community Centre and details were submitted

<p>8. Be Healthy, Be Heard</p> <p>“Be Healthy, Be Heard” was a West Leicestershire CCG initiative to provide individuals and organisations with healthy living advice and support and an opportunity to comment on how money was spent across local health services. It was a membership scheme, and currently had in excess of 4,000 members.</p> <p>The scheme had been promoted at meetings of the PPG Network. There, the impression had been given that if individual patients’ groups requested, information on members of “Be Healthy, Be Heard” who were patients of that particular practice could be supplied as a way of identifying those who were actively seeking information on or involvement in health-related matters, locally.</p> <p>Following questioning over the last 12 months, that had proved not to be the case, although the offer had now been made for the Patients’ Group to include an article in a future edition of the Be Healthy, Be Heard magazine inviting those members who are patients at Dishley Grange to provide their contact details so that they could be added to our mailing list. That would be done over the coming few weeks.</p>	<p>JB</p>
<p>9. Date of June 2014 Meeting</p> <p>AGREED that the date of the Committee’s meeting in June be changed to Thursday, 12th June</p>	<p>All</p>
<p>10. Work Programme</p> <p>AGREED that the Work Programme be approved as submitted subject to changes resulting from decisions at the meeting.</p>	<p>JB</p>