

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

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

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

Action

1. Minutes

AGREED that the minutes of the meeting of the Committee held on 12th March 2014 be approved as a correct record.

2. Issues Arising from AGM - 24th April 2014

The item had been included on the agenda to enable the Committee to review the success or otherwise of the format used for the recent AGM and identify any lessons to be learnt for the next one.

The view was expressed that the Questions and Answers session had worked well and had been well-received by those attending. The decision to have a few questions "in hand" to be asked by Committee members had been a sensible one as it had ensured that there was less prospect of questions "drying up". One question from one quarter often seemed to elicit a contribution from others and that had led to a fairly lively exchange of views.

Whether or not a future Q & A session would start with a presentation might depend on who was available to provide that input and that was an issue that would need to be considered in the run-up to the next AGM.

Peter stated that he considered that there might be a case for having a Q & A session at one of the mid-year Committee meetings and that was something that could be considered by the Committee.

Peter and Jerry advised the Committee that their appointments as Chair and Secretary, respectively, in 2014-15 would be the final year in which they would be nominating themselves for those roles and wished to ensure that the Committee was aware of that at an early stage.

3. Patient Survey 2014 - Action Plan - Monitoring

The Action Plan which had been agreed following the latest Patient Survey was submitted together with a statement of the current position against each of the six Action Points.

Dr Saund and Karen outlined the actions being taken against each of the action points and the issues that were impacting on implementation in any cases where there were outstanding matters to be addressed.

There had been some improvements in waiting times in the wake of changes to GP appointments sessions and the review of nurse appointments was progressing, linked to staffing changes.

AGREED that the actions being taken against each of the headings in the Action Plan be noted.

4. Practice Appraisal Report

The latest Practice Appraisal by West Leicestershire Clinical Commissioning Group (CCG) had been undertaken in late January and had been attended by Peter as the Patients' Group Chair. A copy of the report and the Action Plan was submitted for the Committee's information.

The outcome represented a commendable result by the Practice in a time of considerable change. In terms of the actions arising from the review, some of those were already on the Patients' Group's "radar" but it may be that other items within the report would also be of interest to the Committee to keep under review with the Practice.

Peter outlined his involvement in the appraisal process and concluded that it was a very positive experience. As the report had indicated, the Patients' Group was seen to be working effectively with the Practice and opportunities to develop the PG further and to work even more closely with the Practice should be identified.

In welcoming the report, Ian Simpson referred to the fact that the use of so many acronyms made it difficult for those who were not aware of their meaning and the CCG should be encouraged to improve its approach in that respect.

AGREED that the Appraisal report be welcomed and the opportunities for the Committee and the Practice to develop their future working relationship be supported.

<p>5. Annual Review of Complaints</p> <p>The item was included in the work programme for review at the June meeting. However, the Review report was not yet complete and it was suggested that it be submitted to the next meeting, in September.</p> <p>AGREED that the Review report be submitted to the September meeting of the Committee.</p>	<p>KP</p>
<p>6. Review of Practice Website</p> <p>The item had been in the Work Programme for some time and there had been discussions at previous Committee meetings about the timescales for replacing or updating the existing site. At the time, that had been envisaged to be a medium-term project but in the light of the Practice Appraisal, the item was on the agenda to enable any revised timescales and intended approach to be outlined by the Practice representatives and to explore how the Patients' Group could be involved in giving the "patient perspective" on the site design and content.</p> <p>Karen explained that the contract to support the current website would end in July and the Practice did not propose to extend it. Work had been undertaken to identify an appropriate replacement option and would continue as a matter of some urgency to bring the revised website into use. The aim was to have a website that was "user friendly" and relevant for patients and one which the Practice's staff could maintain and update themselves with external input being limited to matters such as technical support.</p> <p>AGREED that Teresa, Ian Simpson, Nigel and Jerry meet with Karen to look at the Practice's current proposals for updating the website.</p>	<p>KP</p>
<p>7. Walking for Health - Proposed changes to present arrangements</p> <p>The weekly health walks run by Charnwood Borough Council (CBC) and supported by Patients' Group representatives continued to flourish, to the extent that the Borough Council wished to make some changes so that two walks were run in parallel - the existing type of walk and one for those for whom the current hour-long walk covering 2-3 miles might be too demanding.</p>	

<p>The proposal was that CBC representatives would lead the shorter/slower walks and trained participants in the current hour-long walks would lead those but with BC staff providing back-up, as necessary. The issue had been raised at the Patients' Group AGM and the proposed approach should help to address the matter.</p> <p>The aim was to widen the range of potential participants in the interests of achieving the original objective of getting people involved in regular exercise. Discussions with CBC staff had confirmed that there was no intention of changing present arrangements including the post-walk "coffee group" - which appeared to be appreciated by participants for the positive social benefits it provided.</p> <p>The plan was to re-launch the scheme, with suitable publicity, by 1st July. Hopefully extension of the scheme would provide the opportunity for increasing the referral of patients by Practice staff.</p> <p>Karen suggested that some additional publicity could be given to the walks on repeat prescriptions in addition to the posters that were displayed in the surgeries.</p> <p>AGREED that proposal be noted and the Walking for Health initiative be highlighted to patients as part of the material to be supplied in conjunction with the "Flu Days" in October/November and on repeat prescriptions.</p>	<p>JB/KP</p>
<p>8. Training for Committee members - List of Services</p> <p>Previous consideration of the issue by the Committee had resulted in decisions to ask the West Leicestershire Clinical Commissioning Group (CCG) to look at training for PPG members generally and for the Practice to prepare a "list of services" available at the surgeries, so that Committee members could consider any issues on which they might require further information/insight to assist them to fulfil the Patients' Group member role effectively.</p> <p>Discussions with the CCG were on-going and a further report would be given once more was known about any proposals, hopefully in time for the meeting in September.</p> <p>The "list of services" aspect was included in the work programme for consideration at this meeting but it was suggested that it might be more appropriate to consider it at the same time as</p>	

<p>feedback from the CCG.</p> <p>In the ensuing discussion, the point was made that the new website would provide a lot of information that would be useful to all patients, but particularly committee members and it might be appropriate to wait for that to be “live” before considering how to proceed further.</p> <p>AGREED that further consideration of the matter be delayed until the new website is available and feedback from the CCG has been received.</p>	<p>JB</p>
<p>9. Improving Communication with Patients - Review</p> <p>In September 2013, members of the Committee had met informally to discuss ways in which communication with patients might be improved so that the Patients’ Group was as open and inclusive as it could be and to obtain the views of patients on any matters relating to their experiences or their suggestions.</p> <p>A summary of the points discussed as the basis for action to be taken over the six months to May 2014 was submitted with the intention that those actions be reviewed by the Committee.</p> <p>It was perhaps fair to conclude that the aims had been met in part only and the purpose of the item was to give the Committee the opportunity to reflect on the proposed actions, what it regarded as priorities and the communication work to be undertaken over the next six months.</p> <p>It was noted that the Flu Days in 2014 would be held on Saturdays 4th October and 8th November and that they represented good opportunities to get information to patients.</p> <p>Nigel commented on the need to ensure that information, publicity, etc. was tailored to the needs of patients and that this might be one area for the Committee to concentrate its efforts in the coming months.</p> <p>AGREED that members of the Committee meet informally to review proposals for improving communication with patients.</p>	<p>JB</p>
<p>10. News from the Practice</p> <p>Practice representatives updated the Committee on the following topics:</p>	

<p>1. <u>Changes to Primary Care Services in Hathern</u></p> <p>The consultation on the proposal to close the surgery at Hathern operated by the East Leake practice had been concluded and the closure of the surgery was to go ahead. There was now improved liaison with NHS England and West Leicestershire CCG. Already over 60 of the affected patients had registered with Dishley Grange and that number could rise to as high as 400 over the next few months as closure of the surgery got closer.</p> <p>2. <u>Doctors' rotas</u></p> <p>Rotas were still under review, especially in the light of continuing staff changes. Since the last meeting of the Committee, Dr Gupta had decided to leave the Practice at the end of September. Two GP positions were currently being advertised and it was intended to increase the number of appointments available at Hathern surgery in the wake of that.</p> <p>3. <u>Changes to the GP Contract from 1 April 2014</u></p> <p>Dr Saund outlined the implications of the changes to the GP Contract in 2014. The detailed advice and information on the changes had taken a couple of months to come through to practitioners and it was causing doctors to think about how services would be delivered to meet the requirements of the contract including the care of over 75s, reducing emergency admissions, extended surgery hours, etc.</p>	
<p>11. Dates of Meetings 2014-15</p> <p>AGREED that meetings in 2014-15 be held on the following dates:</p> <p>Thursday, 25 September; Wednesday, 26 November; Thursday, 22 January; Wednesday, 11 March; Thursday, 23 April (AGM); Wednesday, 17 June.</p>	
<p>12. 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>