

<p style="text-align: center;">Minutes and Action Points of Patients' Group Committee Meeting Thursday 24th May 2012 at 19:00</p> <p>Attendees: Peter Boulton (Chair), Greta Sankey (Vice-Chair), Martin Dudley, Michael Forster, John Onsworth, Kathy Read, Jerry Bullock (Secretary), Karen Pearce (Practice Manager)</p> <p>Apologies: Mike Clancy</p>	Action
<p>Minutes of the last meeting</p> <p>AGREED that the minutes of the final meeting of the former committee held on 7th March 2012 be approved as a correct record.</p>	
<p>Minutes of the Annual General Meeting</p> <p>The minutes of the Group's AGM held on 19th April 2012 were submitted for information and would be submitted to the AGM in 2013 for approval as a correct record. Matters arising had been included elsewhere on the agenda for the meeting to enable actions to be taken.</p>	
<p>Patients' Group Chairs Meeting – 4th April 2012</p> <p>Peter reported on a meeting held at Park View Surgery, Leicester Road, Loughborough attended by himself and Jerry along with representatives of four other local Patients' Groups. There had been a useful exchange of information and ideas and it was expected that there would be further meetings to share ideas and to provide mutual support.</p> <p>He outlined examples of the work being undertaken by other groups and, as discussed at this Group's AGM, the issue of ensuring good communication with patients was going to be key to effective operation of the group. He would act as the point of contact with Jo Lilley, the Liaison Officer of the West Leicestershire Clinical Commissioning Group, to see how that work might be carried forward.</p> <p>Following discussion about the Practice Newsletter it was agreed that for editions after the one currently in preparation, the Committee should ensure that it could provide at least a half-page article on its work to demonstrate its value as the "patients' voice" and as a means of encouraging others to get involved.</p>	<p style="text-align: center;">PB</p> <p style="text-align: center;">KP/PB/JB</p>

West Leicestershire Clinical Commissioning Group

Jerry reported on a meeting of the WLCCG which had been held on 8th May 2012 at the Ramada Hotel in Loughborough and which he had attended as an observer. It was the first public meeting of the Group's Board. The WLCCG was in the process of taking on the responsibilities of the Primary Care Trust and the change-over would become fully effective from 1st April 2013.

GP Commissioning had already been identified in the Committee's work programme as an issue on which the Committee needed to research to see how it might become involved locally. He considered that it would be useful if members of the Committee who were able to do so took the opportunity to attend the next meeting of the Group's Board which was to be held on 12th June. He undertook to supply further information on the time and venue for that meeting to all members of the Committee.

He had also attended a consultation event held by the WLCCG at Coalville regarding potential health priorities for the year ahead which were to be considered by the WLCCG's Board at its meeting on 12th June as part of its Commissioning Strategy.

JB
All to note

Review of Procedures for Requesting, Issuing and Collecting Prescriptions

This issue was in the work programme with the intention that a sub-group would be appointed by the Committee to review the issues and report to the next meeting of the Committee. In part it was seen as an opportunity for members of the committee as a training exercise, hopefully as a model for future reviews. The review would need to take account of any issues arising from the Patient Survey 2012.

In response to questions regarding the potential for a delivery service to be operated from the dispensary at the Hathern surgery, Karen referred to the regulations relating to GP dispensaries. At the AGM Dr Saund had agreed to look at the question of deliveries and that would be reviewed by the Practice alongside other issues in the Action Plan.

Jerry advised that the issue of deliveries was not the primary focus of the review in the Committee's work programme but

<p>suggested that it was a matter that could be looked at by the sub-group in conjunction with the Practice's representatives in concluding the review and reporting to the Committee.</p> <p>AGREED</p> <ol style="list-style-type: none"> 1. that a sub-group comprising Greta, John and Jerry be requested to undertake the review in conjunction with Karen, in accordance with the work programme; 2. that Jerry co-ordinate arrangements for the first meeting of the sub-group. 	<p>GS, JO and JB to note</p> <p>JB</p>
<p>Induction for Committee Members</p> <p>The matter had been discussed previously by the former Committee and was in the work programme for discussion at this meeting, to identify those areas where the Committee's knowledge and awareness might need to be raised to enable it to function effectively.</p> <p>Michael made the point that, at this stage "I don't know what I don't know" and there was agreement that that was generally the case for members of the Committee. That being the case it would be difficult to determine what was required in the way of induction/training and that, learning by doing – as in the case of the review of prescription procedures - was likely to be the best approach. That offered the opportunity to achieve things which in turn could be communicated to other patients and raise the profile of the Group.</p> <p>It was an issue that should be kept under regular review so that other approaches could be considered if appropriate.</p>	
<p>Patient Survey – Action Plan</p> <p>The recently adopted Action Plan was submitted and Karen advised the Committee on the current situation with the various action points. The only one where the time provided for in the plan had elapsed was that relating to access to the Maxwell Drive surgery for wheelchair users and she confirmed that that action had been completed within the agreed timescale.</p> <p>AGREED that the position be noted and the Action Plan be</p>	<p>KP/JB</p>

<p>reviewed in three months time.</p>	
<p>News from the Practice</p> <p>Karen advised that photographs of the doctors and some of the other staff had been displayed at the surgeries to help patients identify the personnel, especially as there were a number of fairly new staff members.</p> <p>She advised that as a consequence of the changes of doctors, some adjustments were planned to the doctors' rota at the Hathern surgery, with the intention that each doctor would normally work there one day per week with effect from June 2012.</p> <p>Members of the Committee stressed the importance of communicating the changes to patients before they were introduced so that, as far as was possible, people were aware in advance.</p> <p>In reply to a question regarding the possibility of patients at one surgery having appointments at the other surgery on occasions, Karen indicated that this was an issue that was being considered.</p> <p>AGREED that the position be noted and that the issue be included on the agenda for the next meeting so that the matter can be kept under review.</p>	<p>KP</p> <p>JB</p>
<p>Communication with Patients and Others</p> <p>As had been agreed at the AGM, the matter was included on the agenda to enable the Committee to consider the issues relating to effective communication in some more detail. As had been mentioned earlier in the meeting, the Chair was to liaise with West Leicestershire Clinical Commissioning Group's Liaison Officer (Jo Lilley) to look at ways of developing this area of work. Greta indicated that she was willing to be involved in any discussions with Jo Lilley.</p> <p>Suggestions for ways of raising the profile of the Group with patients included a letter from the Chair as part of any "welcome pack" which was issued to new patients and the inclusion of messages on prescriptions.</p> <p>AGREED that the matter be considered further after any initial discussions with Jo Lilley.</p>	<p>KP/PB</p>

<p>Work Programme</p> <p>The updated work programme was submitted and reviewed.</p> <p>AGREED that the proposed review of the Complaints, etc. Policy be timetabled to start upon conclusion of the Review of Prescriptions and that otherwise the Work Programme be amended to accord with other decisions taken at this meeting.</p>	<p>JB</p>
<p>Vacancies on the Committee</p> <p>There remained vacancies for one more member of the Committee and for a Treasurer of the Patients' Group. In reply to a question, it was confirmed that the Group did not hold funds of its own at this stage and that there was no immediate prospect of a change in that situation. That being the case there was no urgency in appointing a Treasurer and that the view might be taken that to appoint a Treasurer in the current circumstances would be inappropriate.</p> <p>AGREED that notice of the vacancy for a Committee member be given in each of the surgeries, initially for a period of four weeks, but that no action be taken to fill the post of Treasurer at this stage.</p>	<p>JB</p>
<p>Next Meeting</p> <p>The Chair proposed that the next meeting of the Committee be held after the main summer holiday period had finished and that, thereafter, meetings be held bi-monthly. He suggested that meetings on the evenings of Thursdays 27th September, 29th November and 24th January might be appropriate.</p> <p>AGREED that the next three meetings of the Committee be held on Thursdays 27th September 2012, 29th November 2012 and 24th January 2013, starting at 7.00pm at the Maxwell Drive surgery.</p>	<p>JB All to note</p>