

Dishley Grange Patients' Group
Annual General Meeting – 18th April 2013
7.00pm – Maxwell Drive Surgery

Present:

Carole Boulton
Peter Boulton
Carl Brookes
Rosalind Brookes
Ann Bullock
Jerry Bullock
Martin Dudley
Iris Harris
Martin Mescal
John Onsworth
Val Onsworth
Greta Sankey
Sheila Shaw
Ian Simpson
Gary Stantiall

Jane Foister, Dr Sundeep Gupta, Dr Elizabeth Hall, Samantha Hayes, Karen Pearce, Dr Narinder Saund, Sue Thompson, Dr Sioned Williams and Christine Woolston attended on behalf of the Practice.

1. Introduction and Welcome

Peter Boulton (Chair) welcomed those present to the second AGM of the Patients' Group and introduced himself and members of the Committee. He introduced Drs Gupta, Hall, Saund and Williams and Karen Pearce (Practice Manager) who were representing the Practice at the meeting, welcomed the guest speakers for item 4 – Melanie Arnold and Lizzie Warren from the West Leicestershire Clinical Commissioning Group and thanked all others present for attending.

2. Apologies for Absence

An apology for absence had been received from Mike Clancy.

3. Minutes

The minutes of the Annual General Meeting of the Patients' Group held on 19th April 2012 were approved as a correct record.

4. Guest Speakers

Melanie Arnold and Lizzie Warren from the West Leicestershire Clinical Commissioning Group (CCG) attended the meeting and outlined the introduction of the CCG with effect from 1st April 2013 in place of the Leicestershire Primary Care Trust (PCT), following a two-year transitional period. They regarded the CCG as much different to the PCT as it was run by clinicians and was less bureaucratic.

The West Leicestershire Clinical Commissioning Group area was broken down into four Localities. Dishley Grange was one of nine practices within the North Charnwood Locality which covered a total population of 81,000 in and around Loughborough and Shepshed.

They outlined the CCG approach to locality commissioning and the support that CCG management gave to GP practices with the aim of improving health outcomes for patients, improving the quality of health care services and using resources wisely.

Within the North Charnwood team, Melanie was the Locality Manager and Lizzie was the Support Officer. Their roles were to find out what made each of the practices "tick" - what were the problems and issues and how could they be addressed.

In terms of making a difference for patients, the practices and the CCG were seeking to ensure:

- that sufficient time was taken to ensure that all referrals to hospital were appropriate;
- that unnecessary readmission to hospital was avoided by reviewing all emergency admission cases;
- that patient care was kept as close to home as possible;
- that enhanced care was available to patients with long-term conditions, especially for diabetes, heart failure and early cancer diagnosis;
- that there was extra help to look after patients in care homes;
- that there was good proactive care – to keep patients well, independent and living at home for longer;
- that patients (and their relatives) were supported as they approached the end of their lives.

The Pro-active Care patient journey was illustrated and explained.

The concluding part of the presentation related to the benefits of Patient Participation Group (PPGs) for patients, practices and the CCG and examples of good practice from PPGs were illustrated.

In the ensuing questions and answers session, reference was made to the

fact that not all hospital staff understood the change from PCT to CCG and most of the concerns among members of the Dishley Grange Patients' Group were not about the Practice but the patients' experience when they were admitted to and discharged from hospital.

In response, Melanie referred to new opportunities to report poor quality care and for the GPs involvement in that process so that problems could be identified and addressed.

At the conclusion of the presentation Peter thanked Melanie and Lizzie for their very interesting contribution to the meeting and expressed the hope that the Patients' Group would be able to work with them in the year ahead.

5. Review of 2012-13

Peter referred to the Annual Report 2012-13 which was submitted to the meeting to outline the work of the Patients' Group Committee over the previous 12 months measured against each of the Group's objectives and outlined some of the main features including issues that had been identified for the year ahead.

Dr Saund commented that the report gave a good flavour of the work undertaken by the Committee and that the Practice looked forward to working with the Committee in the year ahead.

AGREED that the Annual Report 2012-13 be approved, as submitted (copy filed with these minutes as Appendix A).

6. Amendments to the Constitution

Jerry Bullock (Secretary) outlined suggested changes to the Group's Constitution which had been put forward to the meeting by the Committee and of which notice had been given in accordance with the Constitution.

AGREED, without dissent, that the changes to the Constitution set out in the agenda published on 15th March 2013 and in the draft revised Constitution published with that agenda be approved and the Constitution be amended accordingly (copy filed with these minutes as Appendix B).

7. Appointment of Officers – 2013-14

A. Chair

One nomination had been received - Peter Boulton.

AGREED that Peter Boulton be appointed Chair of the Group until the next AGM.

B. Vice-chair

One nomination had been received - Greta Sankey.

AGREED that Greta Sankey be appointed Vice-chair of the Group until the next AGM.

C. Secretary

One nomination had been received – Jerry Bullock

AGREED that Jerry Bullock be appointed Secretary of the Group until the next AGM.

8. Appointment of Committee Members 2013-14

Three nominations had been received – Martin Dudley, John Onsworth and Ian Simpson.

Peter referred to the fact that three members of the Committee over the last 12 months had decided to step down because of other commitments and that vacancies on the Committee would be advertised in the coming weeks.

AGREED

1. that Martin Dudley, John Onsworth and Ian Simpson be appointed members of the Committee until the next AGM;
2. that the Committee be authorised to fill the remaining vacancies;
3. that the Group's thanks to Mike Clancy, Kathy Read and Michael Wright for their work with the Committee and on behalf of the patients be placed on record.

9. Patient Survey 2013 – Action Plan

Dr Gupta reported on the responses to the recently undertaken survey of patients. There had been a total of 256 completed questionnaires, representing a 25% increase in the number in the previous year. He outlined the responses, question by question, the comments that had been made by some respondents and outlined the Draft Action Plan, which had been submitted to and accepted by the Patients' Group Committee. Implementation of the Action Plan would be the subject of regular review by the Practice and the Committee.

AGREED that the results of the Patient Survey be noted and the Action Plan be endorsed.

10. Concluding Remarks

Peter closed the meeting by thanking those present for attending and thanked the staff of the Practice for their involvement with the Patients' Group over the last 12 months.