

Minutes of meeting 10 03 15

Minutes of Patient Participation Group Meeting, 10.03.15

Present: (patient) JT / AT / RT / DE / NR / AW / JR / JB / BB (practice) BG / AD (Healthwatch) NT

MEETING CHAIRED BY BG

1. Apologies: LB / JL
 2. Minutes: Approved and published on practice website.
 3. Matter arising: None.
 4. Conflicts of interest: DV noted that wife now works at the Practice. All present happy that this does not cause a conflict.
 5. Healthwatch update: NT to check to see if payment of £100 has been made by HW. Practice is now a hub for HW. NT asked group to use feedback form to give feedback for local services. HW has been approached by the One Show about patient discharge from secondary care and challenges faced and are looking for any local patient feedback on this. Specific issues raised in South West Lincs to HW are lack of service provision within LPFT and transport remains a major local issue. Specifically to C&A comments received by HW have been broadly positive with only difficulty in getting an appointment raised as a negative. HW feedback form to be added to agenda of next PPG meeting.
 6. Communications: Notice boards now available for the patient group in both waiting rooms. Group were shown some suggested website designs with one particular favourite being chosen. Newsletter has been completed and is awaiting formatting. Discussion about how this should be distributed. First copy to be produced on paper but to also try to encourage more patients to access it electronically. Facebook group has been set up by RT and he asked group to note the great deal of effort put into production of the newsletter by NR. Group then gave thought to possible content of future newsletters, ideas included;
 - i) Public health campaigns
 - ii) Skillset of staff in the practice
 - iii) Explanation of specialised services
 - iv) Delivery service
 - v) Staff profile
 - vi) Recent developments
 - vii) Training practice status
 - viii) CQC inspections
 - ix) Service changes
 - x) Community nursing
 - xi) Wider NHS issues
 - xii) Comments / feedback from patients / FFT
- Suggested that the talking newspaper may feature content from the newsletter locally.
7. Widening participation: Group felt it was important to try to encourage younger people to attend. Happy for members of the group to sit in the waiting room and talk to other patients about the group, also to get any feedback on specific issues to discuss at future meetings. May be worth inviting someone from a more established local group to talk with us about any advice they may have.
 8. Patient reference group: The patient reference group report was discussed with members and agreed, signed on behalf of the group by JR. This report will now be published on the Practice website.
 9. Walking group - Local walking group was discussed. Very important for fitness but perhaps even more so to avoid social exclusion. PPG representative to check that waiting room information is up to date.

10. Friends & family test - Cards have been updated to include a QR code for easy access to the website. Cards available in the waiting room for patient feedback. Consider putting card in bags with repeat prescriptions?

11. Staffing: Dr McCready leaving the Practice shortly to take up a new position on the South coast. Practice numbers in both Cranwell and Greylees growing rapidly so the Practice have appointed Dr Rhian Thomas to cover the 2 sessions worked by Dr McCready plus an additional 5 sessions to provide extra GP capacity. Noted that appointment demand very high.

12. Wifi in waiting room - wasn't seen as high priority by the group but may be worth asking the wider patient population.

13. AOB: NTR.

14. Date and time of next meeting - 13th May 6:30pm at Caythorpe.