

Minutes of meeting 20 01 15

Minutes of Participation Group Meeting 20 01 15

Present: (patient) JT / RT / DE / LB / NF / AW / JR / NR (practice) BG / AJW / SR / AD (healthwatch) NT
MEETING CHAIRED BY BG

1. Apologies: DV / JL

2. Minutes: None from previous meeting.

3. Matter arising: None.

4. Communications: Discussed a newsletter to be produced by the patient group for patients. Info within the newsletter could then be shared with parish magazines and parish councils through the Practice website. New area to be added to website to allow this (AD). All agreed that a bi-monthly newsletter would initially be appropriate. Areas suggested for inclusion are: Health news, opening times of surgery, new doctors, new staff, profile of doctors / staff, info on patient group including current members, what roles of staff in practice are, practice calendar, info on healthy activities such as walking group. (AD) to investigate arranging an email address for the PPG, minutes to meeting to also be available to all patients, all present happy for full names to be used however decision taken to use initials to identify group members in minutes. NR, LB & RT happy to work together on producing a newsletter.

5. Widening participation: All agreed important to try to capture views of patients from different ages and demographics. Group should feel informal and patients be able to join and leave as and when they are interested. NT suggested contacting Grantham college to see if any young people on a health and social care course were interested in joining. Was also suggested that a group coffee morning is considered to raise awareness.

6. Healthwatch update: Healthwatch (HW) supports patient and signposts care. Practice has good feedback from HW. Currently HW are reporting on patient experience at United Lincolnshire Hospitals Trust (ULHT) and working with hard to reach patient groups. They are aware of current issues with accessing mental health services and NHS dentistry and are working with providers to address this.

7. Patient reference group: The Practice has a patient reference group of 113 patient email addresses. If the Practice has a specific question to raise with patients this is an easy route to do that. In the past the group has been used to share feedback from the patient survey. Discussion then turned to promoting the Friends and Family Test (FFT) to patients. Question raised if this could be done via text message, also suggested a card system in the waiting room. It is also possible to give feedback to the surgery through NHS Choices www.nhs.uk a rich resource of patient information.

8. CQC - BG explained the role of the CQC to the group. The practice will receive 2 weeks notice prior to a routine inspection. The CQC team will want to speak with patients and specifically with members of the patient group. LB and RT are happy to be available to speak with the inspection team when our visit is announced.

9. Out of area patients - The Practice recently had the opportunity to remove its practice boundary however this would have meant that then patients from anywhere in the country could register. A decision was taken not to do this as it was felt it would be detrimental to the quality and quantity of care available to the existing practice population. (AD) to provide group with map of the area along with the "fuzzy" boundary that allows existing patients to move just outside of the area but remain registered.

10. Priorities for the year ahead -

Newsletter Date of newsletter (NT to share local magazine and council contacts)

DE to write copy and send to AD

Plan to circulate newsletter within 2m

Feedback Increasing feedback from patients

Topics for group Group to look at specific topics from a patient perspective such as long term conditions, mental health, specific clinics etc

Accessing careHW happy to be involved in this

11. AOB: All happy for the PPG to become a hub for HW. This will then give the group access to £100 of funding. Practice to hold funds on behalf of the group.

12. Date and time of next meeting - 17th March 6pm at Ancaster.

Note after meeting - date for next meeting rescheduled to 10 03 15