Caythorpe & Ancaster Medical Practice Patient Participation Group

Notes from meeting held 26 July 2016

Present: Elizabeth Cole (Chair), John England (Vice Chair), Nicola Richardson, Doug Vince, Jim Malloch, Sadie Marshall, John Rose, Dr Boyd Gilmore, Dr Tony Watts, Kate Holley (Secretary)

1. Apologies: Jim Malloch, Adrian Down

2. Conflicts of interest declarations – as previous: Doug Vince’s wife is an employee of the Practice.

4. Minutes & 5. Matters arising from meeting held 25 May 2016

Item 2. K.H. has decided not to join the PPG. An application has been received from another volunteer and she has been invited to the September meeting.

Item 4. The Practice has received funding from Totemic to print the PPG newsletter until the end of 2016. **Action: Kate to write a thank you letter to Totemic and enclose send a copy of the July newsletter. Tony to provide contact details.**

Item 7. John R. is stepping down from the Healthwatch Board in September 2016 but will continue as a Healthwatch member.

Item 10. Nobody from C&A could attend the Lincs SW CCG Patient Council meeting on 30 June, but minutes have been received.  **Action: minutes to be attached to PPG notes.**

**Doug and John R proposed and seconded the notes as an accurate record of the meeting. Kate to send to Adrian for publishing on the website.**

5. Outcome of the CQC inspection

Congratulations and thanks were offered to the whole team at the surgery on behalf of the PPG and the patients, with particular thanks to Boyd for taking the lead in the inspection. The next inspection will be in 5 years.

6. Feedback – Healthwatch, CCG, Friends & Family

No further info has been received from Healthwatch. John R will request copies of future reports. Healthwatch are currently assessing and re-prioritising activities as Government funding has been reduced.

**Action: Kate to ask Adrian for summary of Friends & Family feedback to attach to these notes.**

7. Feedback–May initiative, PPG week

Doug presented the salient points from analysis of the May initiative to raise awareness of online service and to promote the PPG newsletter.

**Action: Presentation slides to be attached to these notes.**

Discussion was held regarding the data collection form and the need to learn from experience by building in more preparation time and to pilot forms for future work. It was considered a beneficial initiative which generated useful qualitative data but acknowledged the relatively small sample size.

Boyd requested a presentation by the PPG to the September staff meeting. **Action: PPG to consider and respond to Boyd. Nikki to include summarised feedback from the initiative in a future newsletter.**

8. Feedback-SWOT analysis

A SWOT analysis took place at the May 2016 meeting and was suggested it should be repeated in May 2017. Item 10 ‘The Way Forward’ should incorporate reflections from the SWOT discussions.

9. Newsletter

Nikki has several items for inclusion in the next issue. Distribution outlets have been increased. **Action: Nikki to check whether Wellingore Post Office is included in listing, to increase supply to Ancaster Co-op to 40 and to combine Caythorpe Post Office and Spar Shop as the post office is closing 1 September.**

10. The way forward

Discussions included the following:

1. To work within a reasonable timescale for the capacity of the group
2. To make greater use of the TV screens within the surgery to promote the website and the newsletter, potentially to include an edited version, also to promote local events.
3. Proposal for the main PPG becomes a strategic planning group and smaller task focussed groups are developed which have the ability to include interested patients with task-specific skills.
4. The need to guide and educate patients how to use services effectively
5. The news that the practice is joining a federation and will be working in collaboration with other practices, which will enable the practice to work efficiently within its resources and enable services to be delivered within the primary care setting.

It was agreed the main aim for the PPG will be to enhance communication between the practice and the patients with two areas of focus for the next 12 months which are:

1. To promote open communication regarding forthcoming changes to delivering healthcare

**Action: Boyd to compile a list of recent changes in healthcare which include Addaction & MRI scans.**

1. To respond to legitimate patient concerns

11. Any other business

i) New PPG members- suggested that a briefing note is required for new volunteers and that they should be invited to observe a PPG meeting before deciding whether they wish to join. **Action: Briefing note to be written??**

ii) Dementia Friends - ??

12. Date of next meeting – Wednesday 28 September at Ancaster at 6.30pm

**Action –Agenda to include Claire Gasson. Additional items to be sent to Kate by 14th September 2016.**

Meeting finished at 8.30pm