

PATIENTS' PARTICIPATION GROUP

Minutes of Meeting of the Steering Group held at 10 am on Monday 18 January 2016 at the Surgery, Althelstan Road (action required in red)

1/16. Welcome, introductions and any apologies: **Present:** Norman Shiel (in the chair): Laura Bethune, Hazel Burrow, Meg Cardy, Felicity Hall, Mary Hurrell, Helen Kingdon, Hilary Noakes, Gordon Read (minute taker), Margaret Turner; **Apologies:** Geoff Barr, Carol Jordan unable to be present because working. The chair **welcomed** Barry Robinson as a patient observer and Naomi Gruitt (Practice Systems Manager).

2/16. Minutes of 16.11.2015: subject to noting Hilary's apologies for the meeting, the minutes were agreed *nem con* and signed by the Chair.

3/16. Matters arising on the minutes:

i). Arising on 44/15 (b): Article for St Len's News: Laura indicated this was ready but delayed by the timing of two factors: the inclusion of information on the Dementia Action Alliance programme in the current News; and the imminent press release on the Practice's CQC report;

ii). Arising on 45/15 (b): Date for next AGM: Helen asked for this to be considered ahead pending discussion on holding the AGM on a Saturday morning before 30 September 2016 (**action: Gordon** to agenda next meeting);

iii). Arising on 46/15 (b): Information Screen: Naomi indicated this was likely to be delivered and installed this week and outlined the kinds of information to be shown: i.e. a mixture of health promotion posters and videos which will be both topical and seasonal; a section to show the services the Practice offers, with maybe an awareness week about our clinicians specialties; and Patients' Group activities. Queries were raised about adverts that might bring cash to the Practice and whether appropriate public events on Health and Social Care could be carried (**action: watch the screen!**);

iv). Arising on 47/15 (c): Funding for distribution of Local Health Record: Helen indicated that because of concerns about the security of such information, the Practice had not as yet signed up for participation. Naomi indicated that if they did the information could go on the Screen

v). Arising on 48/15 (c): Winter Newsletter: Mary was thanked for getting this copied to the waiting room, online and sent to the PRG.

4/16. Treasurer's Report: Meg reported the current balance as £1165.31p (**NB:** another £25 pounds came in at the end of the meeting when book receipts were counted). Meg mentioned delays on getting account signatures accepted and passed new forms round to those involved. Gordon mentioned our commitment to meeting the cost of the initial rental instalment of the new Information Screen and it was agreed *nem con* that Meg should issue a cheque for the sum agreed (**action: Meg**)

5/16. Practice Issues:

- i). **Arising on 47/15 (c): CQC Report:** Helen had already circulated the “Outstanding” report which Laura indicated would shortly be the subject of a news release. The Chair congratulated all the staff involved and Laura thanked SG members for their involvement and contribution to the Practice’s success.
- ii). **Arising on 48/15 (a): Exeter Dementia Action Alliance:** Helen referred to the article already published in the St Len’s News and mentioned the Dementia Awareness week and the proposal to hold an open meeting for patients from all three practices involved during that week of 15-21 May 2016 (**action: all** to look out for)

6/16. Arising from AGM: programme of talks:

- i). **Arising on 45/15 (a):** Phil Evans’s presentation to CQC is to be reprised for patients from 9.30 am, Saturday 30 Jan. The Practice had the arrangements in hand but if SG members were attending it would be an opportunity to help with coffee and biscuits and engage those attending (**action: all to let Helen know of attendance**);
- ii). **Other possible talks:** Geoff’s helpful list was considered though one or two were thought to be CCG and RD&E functions respectively. However, along with Phil Evans’s talk and that planned in May on **Dementia Action** by Gina Awad (see 6/16(iii) below), a start had been made and we could review other inputs (**action: Gordon** to agenda ahead). Margaret mentioned the current need to keep Mental Health issues before the public and offered to identify possible speakers in conjunction with the Practice’s GP lead (mentioned in the CQC report)(**action: Margaret** in liaison with **Laura**);
- iii). **Exeter Dementia Action Alliance plan:** Helen referred again to the St Len’s News article as part of the agreed action plan which Included better inside building signs for patients (she displayed those for toilets), training awareness days for staff and Gina Awad’s proposed talk (to which Healthwatch would be invited). The SG were reminded that it had agreed to support Dementia Awareness Week with the proceeds of book sales and it was agreed *nem con* that we should contribute one month’s book receipts (**action: Meg**)

7/16. NHS ‘Friends & Family Test’ Feedback forms: Margaret spoke to the case study sent out for discussion. Helen indicated that the CQC had praised the Practice’s systems for patient feedback, concerns and complaints and nothing like the mechanistic Feedback forms of the ‘Friends & Family Test’ were in play. It was suggested that Geoff be asked to check RD & E systems in this respect (**action: Geoff**)

8/16 Feedback on recent meetings:

- i). **16 July 38 Degrees meeting Exeter:** Gordon fed back details of a survey undertaken by the Keep Our NHS Public (KONP) group in

Bath who had surveyed local GPs on how they currently experience their roles under the current pressures (**action: SG members** to contact Gordon if interested).

9/16.Any other business:

i).Future of Exeter Locality PPG's meetings: Gordon had tabled a note (abstract) from the last meeting which had been poorly attended. Those at the meeting thought there was increasing value in such opportunities to share experience and feedback to the Locality Cabinet and Exeter Primary Care Ltd (EPC). Meg indicated the value she had from the meeting when able to attend and Helen thought it a useful mechanism for patient communication, especially if a CCG lay rep could be in attendance (**action: Gordon** to feedback these views to the Locality PPGs' meeting).

ii). PPG Awareness week 6th – 11th June 2016 (see 2015 resource pack with Helen's mail to SG. (**action: Gordon** to agenda next meeting)

10/16.Future meeting dates: the next meeting to be **10 am on Monday 7 March** (**action: All**); (**action Gordon** to agenda ahead a further review of meeting dates and times).

The meeting closed at approx 11.15 am

gar/20 January 2016