

ST LEONARD'S PATIENTS' PARTICIPATION GROUP

Minutes of the Meeting of the Steering Group to be held at 10.00 am on Monday 27th March 2017

1.	<p>Attendees: Norman Shiel (Chair), Hazel Burrow, Felicity Hall, Hilary Noakes, Margaret Turner, Geoff Barr, Barry Robinson, Helen Kingdon, Mary Hurrell, Dr Laura Bethune.</p> <p>Apologies: None recorded.</p>
2.	Minutes of 19.01.2017 – agreed.
3.	<p>Matters arising on the minutes</p> <ul style="list-style-type: none"> • Finance/bank statements – still no statements received. Helen to speak to Gordon. • GPFV Sharing slides - shared • Garden – Poster and Email to be sent out requesting donations of items for the garden. Weeding party soon. Two planters already donated. Hilary and Margaret to plant them out this week.
4.	<p>Exeter Patient Panel feedback</p> <ul style="list-style-type: none"> • Minutes were circulated prior to the meeting. • March meeting was cancelled as relevant attendees were asked to attend a meeting with Devon County Council. Next meeting scheduled for 8th May.
5.	<p>Patient event feedback</p> <ul style="list-style-type: none"> • Very positive feedback on the day. Very popular event – will need to repeat it for those that were turned away. Speakers were well received. • Niall Macleod collected the feedback sheets on the day. Await news from him. • Ideas for future events: dietician/nutritionist, pre-diabetes/avoiding diabetes. • Better booking process required next time!
6.	<p>CCG News/Issues</p> <ul style="list-style-type: none"> • Geoff Barr reported on recent consultation meetings. • They were well attended but didn't achieve anything. There is the feeling that there's a lot of "fantasy" around funding! • Hilary also attended and felt that the group work didn't really work as it was hijacked by the speakers. • Geoff agreed with this. Funding kept coming up, but there was no new news. • There are to be additional demands on GPs but Geoff felt that there was an absence of support from Devon County Council. • These events themselves are very expensive plus the materials produced.
7.	<p>Practice News/Issues</p> <ul style="list-style-type: none"> • Data Sharing – Helen gave an explanation of recent concerns published around sharing of patient data. A summary was given on what is being

	<p>shared and with which organisations, all in the name of direct patient care. Patients still have the option to opt out of this if they so wish. The Partners at St Leonard's are happy with our current arrangements. No objections were raised by those present.</p> <ul style="list-style-type: none"> • Community Connectors/Builders – Jayne Leaver has been appointed as the new Community Builder for Newtown and St Leonards. Helen has invited her to the practice on Mon 10th April. PPG members were keen to meet her too. Time to be confirmed. • Phoning into the Practice – Mary asked for feedback from those present on phoning into the practice, any problems? Comments were noted as follows: <ul style="list-style-type: none"> ○ First hour of the morning, the phone is engaged. ○ Human approach would be preferred. ○ Automated system is slow/not helpful. ○ Online is good but no good for on-the-day bookings. ○ Queue information would be helpful (number X in the queue). • Mary confirmed that the practice is looking at the spread and availability of appointments and the mix of face-to-face and telephone appointments. • Can we publish via Google/Facebook busy periods at the practice?
8.	<p>Any Other Business</p> <ul style="list-style-type: none"> • Research presentation at St Lukes was attended by quite a few of our PPG members. They all gave good feedback. • Continuity of care is a key aim of St Leonards Practice. • One member reported that Sir Denis was promoting more home visits – but this is known to be very time consuming. • Recipe Book developed by Barbara Tilbury – all sold (Helen to request one more for Hazel).
9.	<p>Dates for future meetings:</p> <ul style="list-style-type: none"> • Monday 15th May @ 10.00am