**WHITECLIFF GROUP PRACTICE PARTICIPATION GROUP (PPG)**

**MINUTES OF MEETING HELD AT THE SURGERY - THURSDAY 15TH JANUARY 2015**

**Part 1: Practice Matters**

1. **Welcome and Apologies**

Present: Jane Bristow, Charlie David-Lloyd, Gwyn Bates, Graham Downer, Hazel Haigh, Mary Bealey, Ted Moss, Carol Tompsett, Freddie Bannock, Peter Newall, Chloe Mutton (seconded to Practice by Prama Care), Susan Mchay, Suzanne Macleod, Sandra Green (Assistant Practice Manager), Carol Tilley (CT) (Partner / Practice Manager), Sara Stringer (Reception Team Leader), Dr M Ford (Partner).

Apologies: Joyce Lee, Liz Lee, Sarah Pickering, Kim Bateman Ingrid Lonsdale, Sue Benefer.

Gwyn welcomed Chloe to the meeting and informed the group that Ingrid Lonsdale had resigned.

1. **Actions from last meeting**

The question was asked whether the PPG member’s names should be on the notice board. CT advised that these are included in the minutes and that the minutes are displayed on the surgery notice boards and the website – so are already published to some degree. Freddie said he already has patients approaching him but his concern was that he only hears negative comments. It was suggested that we should let patients know this should also be for positive feedback as well.

Terms of reference – the proposed amendments were agreed, with the exception of meeting every two months (as the practice cannot commit to monthly due to workload). It was agreed that 18 members would be a good number for the PPG. .It was agreed that sub project groups will be formed to help the practice with specific time limited projects, as and when required. The PPG would like to set up small groups for devising the next survey, and also one for dealing with premises. (Sara to email members of who would like to volunteer for these groups and also ask who isn't happy to have name displayed on notice boards.)

**Practice Survey**

Sandra Green explained to the Group about the (compulsory) Friends and Family Test (FFT) that the Practice has to get patients to complete. She also shared copies of the return that the Practice has to complete to the Clinical Commissioning Group to evidence that patient’s views are considered. Feedback from the Friends and Family Test free text section (what could we do better?) will be collated. It was suggested that as a group we could then use this to decide what questions to include in the wider Practice survey for the coming year. This would be an ideal opportunity for members with expertise in certain areas to work with the surgery. A couple of comments have suggested that we should have a couple of high seats however the only space would be in the children’s area but we need to decide who would benefit more from this space. CT said that she would like to refurbish the reception area to improve patient confidentiality and to change seating, but unfortunately there is currently no funding. The waiting area seating has been assessed by the hospital occupational therapist as being the correct height for people who have poor mobility, but arm rests are required. Making adaptations to the existing seating may not work and putting a single rail on the ends could be dangerous. Standalone chairs are the ideal solution, but there is little room (unless the children’s play area is re-configured. Another suggestion was to have movable chairs back to back in the end waiting room but this would hamper access for wheelchair users.

1. **Q & A – Practice Report**

The practice report was circulated in advance. CT explained to the group that due to changes in the way local health services are being commissioned from general practice that all of the North Dorset surgeries are likely to have to join together and become a federation to enable them to continue to have contracts with the commissioners. This will be a huge expense and a lot of work for the practices (see page 4 of Practice report). CT will be getting together with other local practices. The North Dorset practices may also have to work with other federations across Dorset in the future to deliver services in a different way. This is linked to the work being done by the Clinical Services Review (see later). CT will report back if there are any significant news.

1. **Questions tabled through the chair.**

**●** Lack of car parking spaces

It was acknowledged that the cars parked in the car park are not always patients parking to see the GP. It was suggested maybe patients should give reception their registration number when they arrive for their appointment, however reception is too busy to deal with this and needs to focus on patients in the reception and on the telephone. It was suggested that members of the PPG monitor the car park, last time this was done they sat in their cars and made a log. However, it is difficult to challenge patients as when staff have done this in the past it has resulted in abuse and threatening behaviour. Wheel clamping is illegal and barriers would impede access for ambulances who regularly attend the practice. . This will be discussed further as a sub group project.

**●** Posters in the waiting room

Another concern from a patient was the amount of posters in the waiting rooms. There are very few posters remaining in the waiting room as the practice uses electronic media screens to provide information for patients. The existing posters are CQC requirements and these have been laminated. It was suggested that these could also be put into frames. It was felt that the walls in the large waiting room are rather bare and possibly some art would brighten it up.

**Part 2: The Wider Health Community**

1. A number of members have been to The Clinical Services Review (CSR) meetings over the past few months. There have been a number of events throughout December and January. The most recent was one in Weymouth which Grahame Downer attended, this meeting was run by the CCG GP Chair Officer Dr Forbes Watson, Francis Avis (Patient Engagement) and Leanne Jennings, Deputy Director of Transformation. The main message from the programme concerning GP practices was that there was evidence that people would like to see their surgeries open longer and at weekends. There was praise for the quality of GP’s in Dorset. CT has met with the Programme on several occasions. Initial discussions include scaling back the existing acute hospitals, delivering more care closer to home and setting up centres of excellence for complicated medical cases.

Suzanne Macleod introduced herself she is a supporter and trainer from Connect Forum and represents [people with learning disabilities, she is also a member of the patient group that is advising the Clinical Services Review. She is very confident that this group is doing a good job she attended the recent service review and will report back any updates to our PPG group. The website for Clinical Services Review is www.dorsetsvision.nhs.uk.

1. **Better Together**

The patient group are still unclear regarding what this programme is trying to achieve. Carol met with Sally Webb who is the programme lead. The project is trying to make social care and health work more seamlessly. CT advised that she was not sure how this programme fitted with the CSR, but she will continue to engage with them.

1. **Dorset PPG Chairs Forum**

Gwyn continues to meet with 6 -7 other PPG groups from North Dorset to share experiences and update each other. Rob Childs attended the last meeting, which was helpful to have the clinical leads outlook and input and found this refreshing as he gave a really good update. It was felt Dr Childs represents our locality really well. Gwyn said that the PPGs in Dorset are learning from the way the Somerset PPGs work.

**Part 3: Developing a Community Active Group**

1. Chloe Mutton (Community Development Worker employed by Prama Care and seconded to the Whitecliff Group Practice) introduced herself and gave us an insight to the work and groups she has set up in the community whilst working in partnership with the practice. She is now rolling this work out to Eagle House too. Prama Care is a charity and they fund the work that Chloe’s does from the proceeds of the charity shops it has. She has set up many projects such as Chit Chat & Coffee morning which is for all ages and held on a Tuesday morning at the United Reformed church. Chloe has recently set up a Pamper day for Carers for patients of the Practice which was a great success and another will be held on 12th February . There is also a Skittles group formed for male carers. In February she is looking to start a bereavement group as well.

Chloe is working with the practices carers lead to create greater awareness as to what ‘a carer’ is and encourage carers to register this with their GP surgery. Chloe is hoping that members of the PPG may wish to get involved with some of the activities she is developing. Regular health awareness events have been set up once a month. The January event is Osteoporosis how to improve bone health. The February one will be “ How to save money on energy bills, etc.” and there are other events set up March - OCD and Healthy Food, April - Stress, May - Community Orchard. Chloe has also visited toddler groups and have spoken to mums. She is piloting befriending on a one to one basis and has arranged for one mum to visit an older person to provide each other with mutual network / support. A Dementia Friendly Blandford group set up in the town to encourage all shops and public places to special signage, etc. to help people with dementia (i.e. Red Exit signs and toilet signs in red with a picture of a toilet). The Practice is part of this Group and now has dementia friendly signage at both surgeries. There is a dementia awareness training session this month. A safe haven has been established at Lark Leas Care Home so that Police can take any person found wandering to stay whilst they identify them and take them home. Previously confused people who had wandered had to be accommodated in cells, pending being able to get them back to their home. A dementia pack is also being set up, to provide advice and to help people know where to go for support, etc. There will also be a book for people with dementia which will have all their information in.

Chloe can be contacted on 07790803156 or [chloe.mutton@pramacare.co.uk](mailto:chloe.mutton@pramacare.co.uk)

**Date of next meeting will be Wednesday 18th March 2015 at 6pm**

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| **ACTIONS LIST** | **BY WHO** |
| Email all PPG members regarding:   * Who wishes their name not to appear on notice board as member of PPG * Volunteers for sub group on Premises * Volunteers for sub Group on the Patient Survey * What skills or particular health knowledge or interest each member has (a skills/interest matrix) ? | **CT/SS/GB** |
| Put laminated notices around reception area into frames | **CT/SS** |
| Contact Chloe Mutton if you wish to help with any of her Pramacare projects. [chloe.mutton@pramacare.co.uk](mailto:chloe.mutton@pramacare.co.uk) or phone 07790803156 | **ALL** |
| Respond to patient who raised queries through the Chair | **GB** |