**Whitecliff Group Practice Participation Group**

**Minutes of the meeting held at the Surgery**

**on Wednesday 26th March 2014**

**Part 1: Practice Matters**

1. **Welcome and apologies**

Present: Charlie David-Lloyd, Gwyn Bates, Ted Moss, Freddie Bannock, Hazel Haigh, Mary Bealey, Peter Newell, Graham Downer, Mary Iliopoulos, Ingrid Lonsdale, Joyce Lee, Sue Benefer, Keith Harrison (Patient & Public Involvement Development Worker), Carol Tilley (Practice Manager), Dr Percival, Sara Stringer (Reception Team Leader) Sandra Green (assistant Practice Manager), Sam Garrod (Dispensary Team Leader).

Apologies: Mary Phipps, Alan Bromley, Sarah Fale, Jenny Hull.

Gwyn Bates paid tribute to Peter Fale. Carol Tilley, Dr Percival and Gwyn all attended Peter’s funeral which was a tremendous celebration of his life and he will be sadly missed by all her knew him throughout the town.

1. **Ratification of election of new Chair**

The new PPG chair was ratified. Gwyn Bates was proposed by Mary Bealey and seconded by Hazel Haigh. Gwyn was very pleased to be in this role and has enjoyed standing in, in the mean time.

1. **Actions from last meeting**

The last minutes were read and agreed.

Electronic prescribing – The Practice and local pharmacies are ready to implement this and now await the CCG to implement from an IT perspective.

The new medication review system is working well with Mr Mike Field. The on line appointment booking system is also working well and patients can now book up to 4 weeks in advance.

Notices regarding the PPG are on notice boards at both sites and on the electronic information screens.

The signs informing patients where to sit and wait for each doctor were implemented several weeks ago and are working well for patients.

Blandford Hospital update: the last meeting was cancelled. Carol Tilley and Dr Evans attend these meetings and will feed back to the group.

1. **Practice Report**

The Practice Managers report was issued before the meeting and the following questions were tabled:

Dr Blick is retiring in May but will work occasional locum sessions. The Practice has been interviewing today for a new GP with a view to them joining in the summer. Dr Alam and Dr Coffin will also be regularly working at the practice. The Practice is continuing to attract good doctors to come and work in the Practice, despite a lot of competition in the market for scarce resource. The Practice continues to be seen as an employer of choice, due to including locums in meetings and educational sessions.

Practice Survey: There were less respondents; down from 230 last year to 150 this year. Peter Newell has offered to find a way to get more patients to fill in the surveys and return them, normally they would be done between October and January but we could possibly look at doing this earlier this year. **Action CT** to set up meeting.

Access to appointments is good, but waiting times in the waiting rooms are still an issue. 88% felt the phone lines had improved, the Practice still looking at ways to make them better. The online appointments and prescriptions are also working well but there is still more work going into making things easier for our patients. 74% of patients felt the surgery was performing better than a year ago, which was good news.

The bid for funding to the locality for additional screens did not get approved as the last meeting was cancelled. This will now take us into the next financial year so we may need to look at other ways to fund them.

1. **Feedback Mock CQC Premises Inspection**

The Practice will be expecting an inspection from the CQC over the next 3 months and the Practice is constantly looking at ways to improve our surgery. Gwyn Bates, Hazel Haigh and Mary Bealey from our PPG have undertaken a mock inspection focusing on premises and patient confidentiality. The overall findings were good and most things identified were easily rectifiable. At Child Okeford a doctor’s room was a little untidy and the side door was always open, which is now locked all the time. The dispensary was quite cluttered, however they now have lockable cupboards in the staff room which they have had confirmation from the pharmacist that they can lock medications into. There were also a few minor issues at Blandford which are being rectified. The PPG found it interesting to see what goes on behind the scenes.

1. **Agenda items tabled by PPG/VPG**

The council are withdrawing funding for the spraying to prevent the Blandford Fly.

The Practice confirms that it has discussed this at CCG level and with the local authority. The Practice supports the spraying (but it needs to be agreed who will pay for this). This does not just affect Blandford residents but also other people living near the Stour, including Poole / Bournemouth. **Action CT** to respond to the VPG.

Mary Bealey mentioned about one of her friends who was very upset at the way she was treated at Poole Hospital regarding her age. Dr Percival stated that clinicians do not discriminate against anyone because of their age. Clinicians would review patients on a an individual basis and would weigh up to see if treatment would be beneficial and act in the patients best interests in consultation with them. Health screening is targeted at specific age groups, based on clinical evidence of the groups who would most likely benefit or who are at risk.

**Part 2: The Wider Health Community**

1. **Report – North Dorset Chairs PPG Meeting**

Gwyn Bates attended this meeting. The locality Representative Dr Childs from Sherborne also attended and discussed that the budget for prescriptions per year is 109 million (of which 2.5 million is for this surgery).

Keith has been given a £1500.00 budget to promote PPG’s; this is for materials and getting more people involved in the PPG week in June. This will provide an opportunity to undertake publicity and promote the PPG / VPG to patients who are not aware that these groups exist. Gwyn would like a sub group to be involved in this and also wishes to work with Eagle House. Working jointly would enable the event to be conducted outside of the surgery as most people in and about the town are with one of the 2 surgeries. **Action All** – to advise CT if you are wishing to be involved.

Gwyn Bates and Charlie David-Lloyd will be attending the National Association of Patient Participation (NAPP) Conference in Leeds on 7th June and will feedback regarding this at the next meeting.

Keith is organising day for PPG members across North Dorset, on 8th May 1-4 at the Exchange in Sturminster Newton. David Jenkins and Charles Summer from the NHS Dorset CCG Board will attend along to take questions. There is also a Health Network Group meeting on 30th April 2014.

1. **Report – North Dorset Health Network Group**

Grahame Downer attended the public part of the NHS Dorset CCG Board meeting in Dorchester. The attendees were made up of 26 people; 13 GP’s representing localities in Dorset, 6 Board members, Finance, a nurse representative, CCG staff and 4 members of the public / press.

Grahame found it quite a difficult meeting to hear as the room was large and he felt it was not a great experience for members of the public to find out about Health.

During the meeting a report was tabled that recommended a Clinical Services Review, which was approved. This will involve recruitment of external partners (i.e. Consultants and staff), take 6-9 months and cost £2 to £4 million; however they did not say where the money would come from!

The reason for the review is that there high urgent care demands. Attendance is up on the past few years with 15 million people with at least one long term condition. The patient experience report in the UK rates very high 88% said the Health Service was excellent or very good but there are limited finances; with a potential funding gap from 2020-2021 if no action is taken. There is a 167 million gap in Dorset. Only 2% is spent on management, so the area already operates efficiently. Graham felt that it is not reviews are needed, but actions; such as clinics at our local Hospitals. He feels that there has been two years of wasted time.

**9. DT11 Health and Wellbeing Event**

Carol Tilley has been working closely with the DT11 Community Forum. There will be a professional networking group established in June to enable health and care professionals to meet up and raise awareness of the breadth of services available locally to support health and wellbeing. This will be complimented in September by a 4 day public event to publicise services to the public. The group is also looking into setting up a directory giving opportunities and support.

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

**10. Practice Communication Project Update**

The Practice Communication Project Group met in January. A survey was undertaken regarding how patients would like to receive information. Most people preferred receiving this via the internet rather than leaflets; however there were a few which liked both. Patients said that if they required any information they would come to the surgery and would not think of going anywhere else. Posters did seem like another popular way of advertising information but surgeries have limited space so this is not always practical, but the information screens can be used for this. Carol Tilley is working with organisations to encourage them to cease with leaflets and to use other communication methods.

**Productive General Practice:**

The Practice has several project teams who are using idea boards, where staff can look at each others boards and add ideas for changes with ideas and improving the surgery. Some of the ideas have already been implemented; such as Dispensary have been looking at ways to use the right staff with the right skill mix, they have found that having an admin person gives the dispensers a lot more time to concentrate on dispensing medication. Meetings are being held every month. The next step is to involve the PPG group look at our boards and possibly add their ideas. The Practice will shortly be piloting a duty doctor rota for managing afternoon surgeries. **Action CT** to set up PPG involvement.

**11. AOB**

Gwyn proposed that the PPG should elect a Vice Chairperson in case she is not available for the meetings. Sue Benefer nominated Charlie David-Lloyd and this was seconded by Hazel Haigh.

Gwyn thanked Dr Percival, who is retiring, for all his help and input over the years with the PPG group.

**Next Meeting is Wednesday 25th June at 6pm**