**Draft Minutes of Whitwick Patients Participation Group Thurs. 4th July 2019**

**FOR COMMENT**

**Next Meeting Thursday 3rd October 2019 @ 2pm**

1. **Present:** Lou Carter, Sarah Chalmers, Celia Foskett, Roy Hill, Michael Kirkman, Jenny Toal, Bob Reddington, Karin Siddals, Paul Siddals,
2. **Apologies:** Geoff Wilson, John Wilton, Mirabelle Wilton. Jenny explained that Shirley Edwards wished to retire from the group.
3. **Notes of last meeting held on 11th April:** Agreed except for item 13 that should read: “The North West Leicestershire (NWL) Federation reported at the NWL Locality PPG that staff changes have taken place. The website is being updated and the extended access for patients is being improved”.
4. **Practice News:**
5. Hearing aid batteries have arrived (the orange type) and are now in reception. Information has been placed on the website and Facebook. Responding to a question Sarah thought there was no information about recycling old batteries but a patient has to return the old packaging (but not the battery) for a replacement. It was suggested that patients should have to return the old battery that can then be recycled, in order to get a replacement. Sarah to consider.
6. Do Not attend (DNA) patients have dropped in number slightly. The system has provoked some patients but seems to be working. There is some concern where children and babies are involved.
7. In response to questions, Sarah reported that Locums are being organized to provide cover for the GPs holidays. However there will only be one Locum to cover both GPs sessions. The PPG members considered that there should not be a reduction in sessions during GP’s holidays. Sarah to take back to the practice.
8. Extended hours are now being offered through telephone consultations Monday, Tuesday and Thursday between approximately 6.30pm and 7.30 pm. The information is on Social Media and the Web Site. The Primary Care Network will help to share out extended consultations in the future.
9. There is nothing to report on the premises change. However there appear to be two surveys being carried out on the existing premises by a surveying firm on behalf of the CCG. The surveys are identical but since there are two practices in the building there need (apparently) to be two surveys. Members considered this a waste and inefficient use of public money. Roy to write to the CCG expressing the members disquiet.
10. **PPG Membership:** No progress on new members. Roy reported about the potential benefits of a virtual PPG and undertook to make contact with Charnwood and Quorn PPGs to see how they did it and what benefits, if any, they gained.
11. **Patient Questionnaire/Survey:** The date is set for 5th September. Jenny to send out a schedule of help needed.
12. **Heath Education Event:** Set for 6th July. Arrangements discussed and agreed.
13. **Practice Communication:** Sarah reported that she needs individual permissions from patients under GDPR rules. She has permission to send emails regarding general health regarding an individual. Sarah to arrange for a specific request to patients to ask them to agree to receiving information about the practice and therefore for any events the practice or PPG are arranging.
14. **Reports:** Previously circulated and no questions arose however some members are confused by the numerous acronyms used by the CCG reports. Roy to write to Ian Potter and ask him for future reports to be clearer.
15. **Integrated Locality Meeting:** This is formally known as the North West Leicestershire Integrated Locality Leadership Meeting. The last one was held two weeks ago and the emergency services are now involved. The main effort is in improving communication between all health care providers and this seems to be improving. Jenny attends on the Groups behalf but receives only the agenda electronically. Jenny is concerned that whilst patients are being considered, Carers are not. Jenny to circulate the next agenda.
16. **111 and Loughborough Urgent Care Centre Patient experience Group (LUCC PEG):**
17. Paul wrote to the CCG about patients being sent to the Royal (LRI) rather than the Urgent Care Centre. It seems the algorithm used by 111 is risk averse and unless a patient specifically requests to talk to a clinician to assess their problem they may automatically be sent to the LRI.
18. Meetings of the LUCC PEG had been cancelled in the past but one had now been held in June although it was not quorate. Paul suggested to the CCG that they recruit more members. The family and friends test had received an improved response.
19. **Any Other Business:**
20. It was agreed that Paul would invite the Alzheimer’s Society to the start of our next meeting to discuss becoming a Dementia Friendly Practice.
21. Leicester, Leicestershire and Rutland CCGs are trying to keep patients at home to improved their End Of Life Care (EoLC). The PPG considered that our practice was fairly good at preparing EoLC plans.
22. **Date of Next Meeting:** 3rd October at 2pm. Sarah to book the meeting room.

ACTIONS:

1. Sarah to consider the return of old hearing aid batteries in exchange for new ones.
2. Roy to write to the CCG expressing the members disquiet about use of funds for two surveys..
3. Sarah to take the PPG concern back to the practice regarding Locum sessions to cover GP holidays..
4. Roy to make contact with Charnwood and Quorn PPGs regarding virtual PPGs.
5. Jenny to send out a schedule of help needed for the Patient Survey.
6. Sarah to arrange for a specific request to patients seeking agreement to electronic contact about Practice events.
7. Roy to write to Ian Potter and ask him for future CCG reports to be clearer regarding use of acronyms.
8. Jenny to circulate the next Integrated Locality Team agenda.
9. Paul to invite the Alzheimer’s Society to the start of our next meeting.
10. Sarah to book meeting room