**FINAL Minutes of Whitwick Patients Participation Group Thurs. 11th April 2019**

**Next Meeting Thursday 4th July 2019 @ 2pm**

1. **Present:** Lou Carter, Sarah Chalmers, Celia Foskett, Roy Hill, Michael Kirkman, Jenny Toal, Bob Reddington, Karin Siddals, Paul Siddals, Peter Walker, Geoff Wilson (who was warmly welcomed),John Wilton, Mirabelle Wilton.
2. **Apologies:** There were none
3. **Minutes of last meeting and matters arising**: The minutes of 10th January 2019 were agreed.
4. **Third party prescriptions:** Third party ordering of prescriptions will cease across CCG from end June, (except in extreme circumstances) progress to be reviewed at next meeting Karin to put in Community Voice

**Standard practice letters:** Not yet done, Sarah to action

**Ear wax removal:** The system has changed since Bob’s protocol was circulated. The Consultant at Loughborough has now left and will not be replaced. Because he was previously in the system at Lough Hospital he will be attended to whenever a doctor has a spare slot. If not already in the system then a patient will either have to go to the LRI or private e.g. Spec-savers £25.

1. **Practice news:**

**Staffing:** Fully staffed and no plans for additions

**Changes to making appointments:** The changes have been made. There is a wider range on line with more to be added during the summer.

**New treatment room:** Sarah is now in the former locality room and Tracy and Ruth are sharing Sarah’s old room.

**Practice appraisal:** Still no information available.

**Hearing Aid batteries:** The practice has signed up to provide batteries and is expecting a delivery shortly.

**Non funded activities:** There are on-going discussions to draw up specifications for this. In the long term patients should be able to access the top six treatments in the locality but not necessarily in our practice.

**DNA (Did not attend):** This is still a problem. A leaflet has been prepared explaining the actions needed and the practice is ready to go with the register. Waiting for System 1 changes regarding the ability to book appointments. Sarah to advise when implemented.

**Carillon Wellbeing radio:** Sarah has tried to introduce this but AM reception has been difficult. Sarah will try to improve the AM reception or use internet connection.

**New Practice Building:** The meeting with the CCG was not encouraging. ThePractice is still pursuing the property.

**Other issues:** There is a new NHS App going live on April 22nd. This is a major change to move everything on to an App basis. Patients will still be able to call in person or telephone.

1. **PPG Membership:** Geoff Wilson was welcomed to the meeting. There are still vacancies for at least two more members who are enthusiastic, IT connected and prepared to take positive actions. Sarah to invite 2 interested patients who are nominated by the GP’s to join us. Roy to put a Virtual PPG group on the next agenda.
2. **Inter-practice referral:** Sarah now has a list of practices who offer services from the Federation. Sarah to email list to Paul.
3. **2019 Objectives and self-appraisal. Previously circulated.**
4. **Patient Questionnaire:** It was agreed to repeat the questionnaire but with ambiguities resolved and after the DNA and prescription changes have been made. Sarah and Jenny to notify a date and then seek help.
5. **PPG awareness week:** 10th-15th June. Considered appropriate to roll in with the next item.
6. **Health Education Event:** Sarah, Jenny and Lou to form an event working group and plan the event. Ideas: hold at the Practice, Saturday morning, 9-12 noon, invite Chris Mawbey from NWL District Council, Jenny may have exercise ideas as well.
7. **Reports: All previously circulated and not discussed but it was noted that the report from the West Leics PPG Network held on 4th April has now been circulated.**

.i LLR Commissioning Insights into Community Services Redesign

.ii West Leicestershire PPG Network 24.1.19

.iii NWL Locality PPG 7.2.19

.iv Notes from UHL Priority Setting meeting

1. **Reports not Previously Circulated:** Paul attended the NWL GP Federationand reported that staff changes have taken place. The website is being updated and the extended access for patients is being improved.
2. **Integrated Locality Meeting:** Jenny attends on behalf of the NW Leics PPGs. A meeting has now been held with positive outcomes. The meeting mainly concentrates on procedures for linking patients with GP’s, social workers, District Nurses and the LPT and seeks to ensure a patient with need does not ‘slip through’ the network of professionals. Early signs are good.
3. **DHU and Loughborough Urgent Care Centre:** The last two meetings have been inquorate with no representative from DHU. DHU have a contract that includes holding a PPG so why are the CCG not holding them to the contract!! Paul to raise with the CCG.
4. **Primary care Networks:** This item was announced at the PPG Network meeting on 4th April attended by Paul, Karin and Roy. To qualify for funding Networks will need to be responsible for 30-50,000 patients. Our Federation system already does that and so it is seeking to have three smaller groups that mirror our current organisation with an umbrella group that will receive the national funding. This is the preferred choice for our area but it remains to be seen if it is accepted. Funding is for five years to provide:

* Clinical pharmacists from 2019/20
* Social prescribing link workers from 2019/20
* Physiotherapists from 2020/21
* Physician associates from 2020/21
* First contact community paramedics from 2021/22.

Physician associates seem to be a new role sitting between a GP and Advanced Nurse Practitioner.

1. **Any other business:** The next PPG Network meeting is on 20th June 2019 with lunch at 12.30
2. **Date** of next meeting: 4th July 2019 at 2pm. Sarah to book the room

**ACTIONS:**

1. Karin to put end of third party ordering of prescriptions in Community Voice.

2. Sarah to action Standard Practice letters

3. Bob to inform next meeting of his experience getting wax removed

4. Sarah to advise when DNA Register is implemented.

5. Sarah will try to improve the Carillon Wellbeing radio reception.

6. Sarah to invite 2 interested patients who are nominated by the GP’s to join us.

7. Roy to put a Virtual PPG group on the next agenda.

8. Sarah now has a list of practices who offer services from the Federation and will pass to Paul.

9. Sarah and Jenny to notify a date for the Patient Questionnaire and then seek help.

10. Sarah, Jenny and Lou to form a Health Event working group and plan the event.

11. Paul to raise DHU and their contract for a PPPG with CCG.

12. Sara to book the room for 4thJuly at 2pm.

**Terms of Reference of Whitwick Health Centre PPG, Drs. Virmani and Bedi.**

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| 1. Contribute to Practice decision-making and consult on service development and provision. | 8. Give feedback to NHS trusts on consultations. |
| 2. Provide feedback on patients’ needs, concerns and interests. | 9. Liaise with other PPG’s in the area |
| 3. Challenge the Practice constructively whenever necessary | 10. Appoint a chair and secretary annually. |
| 4. Communicate information about the community which may affect health care. | 11. Attend Practice appraisals. |
| 5. Give patients a voice in the organisation of their care. | 12. Help prepare patient questionnaire. |
| 6. Promote good health and high levels of health literacy by encouraging and supporting activities within the Practice and promoting preventive medicine. | 13. Contribute to Practice action. |
| 7. Influence the provision of secondary health care and social care locally. |  |