**Minutes of Whitwick Patient Participation Group 5th July 2018**

DATE OF NEXT MEETING: Thursday October 4th 2pm. Health Education Room.

1. **Present:** Paul Siddals, Karin Siddals, Lou Carter, Mike Kirkman, Roy Hill, Mirabel Wilton,Sarah Chalmers, BobReddington, June Dimmock.We welcomed June Dimmock. We were saddened by news of Hugh’s death. Our condolences have been sent to Hugh’s widow.
2. **Apologies:** John Wilton, Celia Foskett, Jenny Toal, Derek Howe.

1. **Minutes of last meeting on 19th April** - m**atters arising:**
   * Green tubs are available in the waiting room, for patients to take home for useful personal information for ambulances visiting them at home. A new order of 300 was delivered last week. **Sarah to arrange** **information on the waiting room screen.**
   * There are more standard Practice letters to be proof read. **Sarah to send some out for members to review.**
   * No one could go to the Medicines Optimisation Event. We asked for the power point presentations but they have not arrived.
2. **Practice news.** 
   * **Staffing***:* Rheaand Rachel are leaving. Good candidates were interviewed and Amy begins soon. Sarah is actively recruiting a temporary and a permanent replacement.
   * **Practice Appraisal***:* We will have a WLCCG appraisal towards the end of the year because Dr Bedi is a new Partner. This makes the patient survey more urgent. **Paul to arrange patient representation when the date is known.**
   * **‘Flu vaccinations**. This year, over 65’s will have a different vaccine from younger people. The sessions will be run separately to avoid confusion, and will begin at the end of September.
   * **Ears***:* The practice no longer syringes ears, as it is not paid for providing this service. Patients are referred to LRI for micro suction. Bob discovered that this service is available at Loughborough Hospital ENT. **Sarah to arrange for further patients to be referred to Loughborough.**
   * Inter-practice referral and local outpatient services were discussed. **Sarah to list all services available to patients locally to avoid LRI.**
3. **New clinical examination room.** The S106 development funds need approval from WLCCG and NWLDC to use it for this purpose. **Sarah to progress**.
4. **GDPR privacy notice.** The Practice privacy notice is on the board in the waiting room. Patients can access their own notes online. Practices can no longer charge patients for time taken in supplying information, which has a significant financial implications.
5. **Entrance to housing development through the car park.** The developer has amended the planning application in order to widen the entrance by 2 metres. This could encourage larger vehicles which are forbidden from using the right of way. This would further compromise patient safety. NHS Properties are consulting their solicitors but may not make a decision before the deadline. **Lou and Sarah to object to planning amendment on behalf of PPG and Practice, citing larger vehicles and patient safety, before the deadline of 16th July.**
6. **Slips, trips and falls.** This public event that Roy organised had very informative presentations. However, public attendance was poor, in spite of 300 advert/flyers. Public apathy may be the reason. Emailing adverts for this directly to patients is prohibited by GDPR. We will review the value of public engagement events at a future meeting.
7. **Falls check-up.** Roy had attended a separate meeting on falls and described a new “Stand-up, walk-round and sit-down” test which measures propensity to fall. **Roy to email Sarah with details.**
8. **Medicines waste.** The Practice will no longer allow third party companies to order medication or appliances on behalf of patients. It will only accept requests from the patients themselves. This is to stop commercial abuse and reduce over-ordering that accounts for £3M per year in WLCCG. Ruth, the practice pharmacist, is liaising with local pharmacies. This move is supported by the NWLGP Federation, the WLCCG and Whitwick PPG.
9. **W Leics PPG network meeting 26.6.18.** Thurmaston Health Centre was closed immediately by the CQC following an unsatisfactory inspection, but the CCG quickly found a new provider to take over. NHS Properties’ poor performance in our Practice was discussed. **Paul to draft a letter to Health Watch concerning the difficulties with NHS Properties.**
10. **Assisted technology “Dragons Den”.** Roy attended a symposium on 21.6.18 on useful aids for monitoring patients at home. Algorithms are used to work out if the patient is acting normally, and if not, the alarm alerts someone. **Roy is to send an email to WLCCG suggesting they include a presentation at the next PPG network meeting.**
11. **NWL Locality PPG meeting 10.5.18**. Inter-practice referral includes more specialist clinics being held locally. The NWLGP Federation have been awarded £100k to develop Practice resilience.
12. **Integrated Locality Meetings**. The Locality Team aims to care for patients with all conditions, addressing their social and medical needs, especially upon discharge from hospital. The aim is to develop “joined-up thinking”.
13. **Loughborough Urgent Care Centre LUCC.** The patient experience group is working better with DHU. LUCC patient satisfaction rate is improving. The new appointment only service at Coalville Hospital on Saturday mornings is highly rated. Some patients are still un-aware of 111 and do not know that doctors, nurses and paramedics are on duty, or that appointments can be booked through 111.
14. **Patient questionnaire.** It was agreed to carry out a survey from 8.15 to 12.30 on a single Tuesday, which is a suitably busy day. 2 PPG members (in shifts) will ask patients to answer 5 questions as they emerge from their appointments. The Practice would advertise who we were and what we were doing. **Sarah to liaise with Jenny about the questions, decide a date and email PPG members to volunteer for 1 hour shifts.**
15. **Payments for events using personal accounts.** Sarah suggested that small amounts of expenditure could come out of petty cash as long as they were documented properly

***NEXT MEETING: THURSDAY 4th OCTOBER 2pm in Health Room***. **Sarah to book room**

**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. |  |