Draft

Notes of Whitwick Patient Participation Group 4th February 2016

**Next Meeting Date: Thursday 7th July 2pm at Whitwick Health Centre**

Present: Stephen Fitchett Roy Hill Paul Siddals Hugh Perkins

Karin Siddals Derek Howe Mirabel Wilton John Wilton

Lou Carter Celia Foskett Bob Reddington Derek Howe

Peter Walker

Apologies: Christine Gaskell from Masons

1. ***Membership*:** Hugh was welcomed. Sue, Gill and Ken have resigned for personal reasons. **Stephen will approach patients to find 2 new members. Paul will circulate member list, emails and phone numbers.**

1. ***Matters arising from meeting of 19th November:*** Meeting notes were agreed and are on the website. It was agreed that the lack of space, funds and infection control make it impractical to improve on the provision for children in the waiting room. **Paul will invite Masons to next meeting.**
2. ***Practice news:*** Ruth Ford the clinical pharmacist will start work in April on Tuesdays and Thursdays. She will issue prescriptions, review medication, audit medication, deal with side effects and set up repeat prescriptions. Steve Sawbridge, the emergency care practitioner may not be needed after that. The meeting discussed how patients will get appointments with the correct clinician and it was agreed that the receptionist will direct patients to the appropriate clinician. **Stephen will put guidance on the website and in the waiting room.**

From May, patients will be able to request (at no cost) their own coded entries of their medical records, including immunisation and test results. They will take 4 weeks to process as GP will have to check that there is no inappropriate information included. This could add quite a significant workload to the GPs.

1. ***Practice Appraisal:*** Paul & Bob attended the practice appraisal by the CCG on 15 January. It was thorough and showed the practice was performing well. **Stephen will email the report to the PPG members.**
2. ***SystmOne:*** The practice will move onto SystmOne, the clinical IT system used widely in the NHS, on 3 May. This will cause some disruption to routine appointments and repeat prescriptions from the 18 April to the 9 May.Emergency appointments won’t be affected. Afterwards patients will need to re-register for online prescriptions and appointments. Overall there will be benefits for all. **Stephen will put details on web site, in waiting room on prescriptions & email patients.**
3. ***CQC Inspection:*** The final report is still awaited but that suggests that the practice has no significant issues.
4. ***Patient Survey****:*This was carried out in December and Lou, Roy Karin and Paul input the data from the paper responses. Roy’s comparative bar chart showed that he results were similar to last year with some slight improvements. Stephen plans to put the full results on the website although the PPG had reservations about 2 correspondents who made anonymous, very personal and possibly defamatory statements about the doctors. **Stephen will discuss this with the doctors. Paul will thank Jane and Lisa for their excellent services to the patients.**
5. ***LOROS:*** LOROS’s request for a contact to check leaflet availability was discussed. **Lou will periodically check the LOROS leaflets and liaise with Veronica Mickleburgh.**
6. ***Carers’ Health and Well-being Support:***Paul spoke to Pat Wilkins (VASL Service Manager) about the lack of communication within her organisation. She apologised and contacted Roy and one of her staff contacted Stephen. **Stephen will arrange with VASL a clinic for carers, information packs and any appropriate referrals.**
7. ***PPG self-appraisal and objectives:***These were agreed although we have dropped the idea of a diabetes information session as the NWL Federation may do this. **Paul will repeat the self-appraisal in December.**
8. ***NWL Locality PPG:*** Over half the NWL PPGs are sending delegates to the first meeting on 18 February at Long Lane. The NWL GPs Federation and the LLR Alliance are giving presentations and both wish to have NWL patient representatives from the meeting. **Paul will attend and so will Celia if she is available.**
9. ***West PPG Network meetings.*** Meeting dates for 2016 are 11.2, 21.4, 23.6, 8.9 and 10.11. All members are welcome to attend. Meetings are usually very interesting. Contact Paul for details, and possibly shared transport. **Paul will circulate agendas in advance as well as notes afterwards.**
10. ***Loughborough Urgent Care Centre Update****.* Adjourned to next meeting when Jenny attends.
11. ***A. O. B.*** Lou raised the issue of the patient reference group listed on the practice website. **Lou will email details to Stephen for him to investigate.**
12. **Date of next meeting: Thursday 7th July 2016. 2pm. At Whitwick Health Centre**

**Terms of Reference of Whitwick Health Centre PPG, Drs. Hepplewhite and Virmani’s Practice**

This PPG will:

1. Contribute to practice decision-making and consult on service development and provision.
2. Provide feedback on patients’ needs, concerns and interests.

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