

Notes of Whitwick Patient Participation Group 6th March 2014 (Actions in bold)

Date of next meeting Thursday 19th June 2014, 2pm at Whitwick Health Centre

Present: Stephen Fitchett, Jane peck, Roy Hill, Lou Carter, Paul Siddals,
Ken Clements Karin Siddals Lise Goen Sue Brown
Christine Gaskell (Mason's pharmacy) for item 3

Apologies: Jenny Toal Lisa Ruivo

1. *Notes of last meeting 12th December 2013:* Agreed. **Actions: STEPHEN to publicise practice appraisal on web and in waiting room.**
2. *Practice news:* The new calling and information system should be installed by the end of March. The first quarterly newsletter is expected to be published in April on the web, with paper copies in the waiting room to take home. Stephen is organising a cancer awareness display. **Action: LOU to send breast cancer article to Stephen asap for display and newsletter.**
3. *Intercare:* This charity sends many unused medicines to the third world. Stephen proposed collecting these at reception to pass to Intercare. **Action: STEPHEN to publicise list of medicines which Intercare cannot accept, and arrange collection and dispatch of suitable ones.**
4. *Masons Pharmacy:* To complement the practice's service to patients, Masons can offer free of charge:- dispensing in blister packs or pouches, home delivery, medicines review, new medicines service, stop smoking advice, alcohol awareness and checks for blood pressure, anticoagulant, respiratory and blood sugar. They will also provide private flu jabs. Christine agreed to look into Intercare and liaise with Stephen on this. **Action: PAUL to invite Masons in March 2014, or sooner if needed.**
5. *Patient Survey:* This showed that last year's issues had been addressed, except putting practice nurse appointments online. Results were generally very good. **Action: STEPHEN to put practice nurse appointments online in March, change radio channel to Hermitage FM , publicise pro-active care awareness and publicise all online facilities. Action: MEMBERS to email Stephen by 13th March on any other actions to be taken as a result of the survey.**
6. *PPG Awareness Week:* No action will be taken by our PPG this year. Instead we will focus on Party in the Park.
7. *Whitwick Party in the Park 6 September 2014:* It was agreed to run a stall promoting healthy living, health awareness, online services etc. **Action: PAUL to email booking details to the group. Action: STEPHEN to agree with doctors and book stall. Action: MEMBERS to put 6 September in diaries and try to keep the date clear.**
8. *West PPG Chairs meeting 20 January:* Paul had circulated power point presentations. Key issues were: - Self help directory on web. Mayur Lakhani is new CCG chair & Liz is re-elected locality chair. Consultation to replace Ashby community hospital with more local services in community. 111 role play with wheel of misfortune (we could borrow for party in the park). Short video for young people on how to react when ill – dial 111, not A&E. Small pilot scheme in progress in which GP's provide end of life patients with their mobile number out of hours to avoid hospital admission. NAPP conference 7 June @ Leeds – any volunteers CCG will pay 1 per locality. **Action: STEPHEN to put self help directory link on our web site. Action: MEMBERS: contact Paul if you want to go to NAPP conference.**

9. *CCG Meeting 14 Jan:* Karin & Roy had attended. A 5-year strategy is needed to improve outcomes in cancer, cardiovascular, respiratory, dementia and mental illness, with a vision and then a detailed plan for taking the health service forward with all its challenges. Finances were discussed, showing the relationship between the CCG and UHL and the serious responsibilities involved.
10. *Loughborough Urgent Care Centre.* Jenny had emailed notes of the last LUCC PEG meeting that day to Paul. **Action: PAUL to circulate notes.**
11. *CCG listening and hearing event, 27 March at Burleigh Court:* **Action: PAUL to circulate details.**
12. *Patient records:* Paul explained Jenny's concerns about the ethics of sharing anonymised medical records. It was agreed that the arrangements for summary care records, which go live on 12th March, were acceptable. It was also agreed that it is outside our terms of reference to discuss care.data (the anonymised records data, the introduction of which has been postponed).
13. *Leicester Royal A&E:* The press have reported unacceptable delay in LRI A&E, which came to a head on 17 February when 17 ambulances forced to queue.
14. Date of next meeting: Thursday 19 June, 2pm at Whitwick Health Centre. **Action: STEPHEN to book health education room.**

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,
3. challenge the practice constructively whenever necessary,
4. communicate information about the community which may affect health care,
5. give patients a voice in the organisation of their care,
6. promote good health and high levels of health literacy by encouraging and supporting activities within the practice and promoting preventive medicine,
7. influence the provision of secondary health care and social care locally,
8. give feedback to NHS trusts on consultations,
9. liaise with other PPG's in the area