

Joint Patient Participation Group

Weeping Cross Health Centre, Beaconside Health Centre and John Amery Drive Surgery

Minutes of the Meeting held at Beaconside on 13 January 2016

Present:

Steve Platts, Chairman (SP), Sue Harper, Secretary (SH), Dr. R.S. Lloyd (Senior Partner) (RSL), Gareth Edwards (Business Manager) (GE), Rachael Stokes (Assistant Manager Beaconside) RS, Ann Broadfield (Assistant Manager at Weeping Cross), Maggie Brocklebank (MB), David Goodfellow (DG) Ruth Noyes (RN), Peter Cook (PC), Linda Russell (LR) and Diana Smith (DS)

- 1. Apologies:** Lou Luckman, Angie Reeves, Liz Ashfield, Sally Macintyre, Ted Robinson.
- 2. Minutes of the meeting held on the 30th September**
The minutes of the meeting held on the 30th September had already been agreed.
- 3. Matters Arising**
 - a. Terms of Reference of the PPG.**
A paper had been previously circulated. After discussion it was agreed that names of individual members would not appear on the final document and the content was agreed subject to an improved description of the virtual PPG.

SH undertook to ensure that details were provided in each surgery on a notice board or in a PPG binder.
(Action SH)
 - b. Use of social media and the virtual PPG**
Diana Smith was welcomed to the group. She shared her experience of social media. She suggested that students from the college may be interested in looking at this area as a project. It was noted that the District PPG event on the 2 March would also be looking at this area of work. SP suggested that this may be a matter that could be progressed by a small sub group. In the meantime GE was asked to look at the possibility of the PPG having its own page on the website
Action GE, SP.
- 4. Partner Q and A.**
RSL responded to questions raised. He advised that negotiations were ongoing in regard to the possibility of a new health centre at Weeping Cross. He advised that the CCG were now required to assist in the identification of funding for the project. RSL stressed that this work was a major priority for the practice.

RSL spoke about the continuing difficulty facing the health service nationally and the practice specifically regarding the recruitment of doctors and other medical staff.

5. District PPG Feedback

MB updated the meeting on a presentation given to the last District meeting by Paul Simpson CCG Finance Director. She advised that this presentation had been very informative and it had highlighted the major challenges facing the Stafford and Surrounds and Cannock CCGs which had recently taken over responsibility for South Staffs and Seisdon CCG. The CCG had inherited a major debt which it is required to repay in addition to managing within its own challenging budget.

MB also gave an update on progress being made in regard to the Cancer and End of Life contracts which are being progressed with full support of patient groups.

Details were shared about the District PPG event to be held between 10am and 3pm on the 2 March 2016 at the Aquarius Ballroom and Function Suite, Victoria Street Hednesford WS12 1BT. Full details will be shared in due course but members were asked to keep this date free in the diaries.

(Action all members)

6. Practice Manager Update

GE gave details of a budgetary position shared with the practice before Christmas which represents challenges for the next year.

He updated the meeting on recent and forthcoming staff changes including the recent start of Dr. **Ruth Hesford** in December. Work is ongoing to try and replace Dr Shaw who will be emigrating to Australia in March 2016. He stated that Jo Rowley's appointment as Advanced Nurse Practitioner had been well received. GE was asked to look at giving further details of this service on the website.

GE advised that a new telephone system was now in use and would be able to direct callers to specific locations. Work continues on the TV system within Weeping Cross.

GE advised that the three most pressing issues facing the practice at this time were the budgetary position, the challenges with recruitment of medical staff and the work to find new premises.

(Action GE)

7. Surgery Availability at John Amery Drive

MB expressed concern over recent shortages of Doctors at John Amery Drive and the apparent lack of a contingency plan. GE acknowledged that this was a problem when doctors become ill at short notice. The normal procedure was that a doctor would be reassigned from a different venue but with only short notice this was not possible. He

advised that over the past 12 months there had been a 15% increase in the number of appointments at John Amery Drive.

8. Newsletter

It was agreed that the first newsletter provided by the practice had been a success and had been widely circulated.

GE advised that the next edition would go out in March. Members suggested that this may include an update on the benefits of telephone appointment – perhaps to include a case study. It was also felt that the newsletter may include advice on a different long term condition in each issue.

All members were asked to forward ideas to GE and also ideas for the PPG section to be sent to SH.

It was suggested that the newsletter could be handed to patients waiting to see a doctor and views sought on its content by reception staff.

(Action all members)

9. Monitoring and Feedback Processes

SP advised that he was keen to identify some Key Performance Indicators that would help the PPG and the practice improve the service to patients. GE gave a brief update on the numerous monitoring reports that he provides on a monthly basis to NHS England, the CCG and the CQC.

It was agreed that in the first instance the Friends and Family process would provide information useful to the PPG. IN the last 12 months there had been 97 responses within the practice. 89% of these had been positive and most of the negative responses had been in relation to waiting times.

It was noted that an annual survey is no longer a mandatory requirement. SH updated the meeting on work that had been carried out to introduce a staff recognition scheme. This will not be progressed at this time but the meeting was keen to stress that the hard work and dedication of staff was very much appreciated.

It was agreed that monitoring and feedback would be a regular item.

(Action SP, GE and SH)

10. Any other business

AB shared details of an email she had received from Sally Macintyre who had sadly decided to resign from the PPG due to pressure of work. The meeting wished to thank her for her contribution.

11. Next Meeting agreed as 6pm Wednesday 13 April 2016 at Weeping Cross