



NEWTON PLACE SURGERY

PATIENT PARTICIPATION GROUP

Minutes of Meeting Held on 4th April 2019

PRESENT: Gill Wagstaff (Chair), Margaret Ryder, Val Collman, Tim Wishaw, Keith Ashover, Chris Callaghan, Maria Newman, Pam McLean, Claire Borastan and Annette Ralph.

APOLOGIES: Sue Grove. Noted that Lesley Sharp has resigned her membership of the group.

Welcome:

The Chair, Gill Wagstaff, welcomed all to the meeting.

1. Gill reviewed the minutes and matters arising from the last meeting – agreed.
2. Gill went through the actions from the last meeting:
 - Facebook comments – surgery replying without getting too involved
 - NP Pharmacy update – awaiting next meeting
 - Building – three tenders are in and all over budget but all very similar
 - Staff presentation – next meeting the prescribing team will do a presentation
 - Website – Claire to talk to other PMs regarding website providers
 - Signposting – meeting was very productive
 - DNA register – Elaine Johnson is putting in place
 - Hospice – Engaging with patients who have a life limiting condition to help them make decisions about the care they wish to receive and put their affairs in order. MDT team and Frailty team meeting across the town to discuss.
3. Practice Update:
Claire presented the Practice update – copy attached.
4. Governance Report:
The Governance Report for the year was circulated and will be discussed at the next meeting.
Points discussed:
 - Inappropriate Hospital requests
 - Referring on from Consultant going back to GP
 - Significant Events and Complaints in relation to the number of Contacts
 - Complaints policy should be clearer on the website
 - Learning from this report
 - Quarterly reports to be done.
5. OPT-D Project update (Depression Research)
Gill attended this meeting and will circulate the minutes. The main points raised were:
 - The initial reception of patients if they are fragile
 - The way in which patients will be guided through the process
 - PPG are willing to be involved if assistance is needed and would like to see the software once it is ready. Claire Tailby to send out a request for support to the PPG, if this is required, as soon as possible so that members can reserve the dates in their diary.
 - Claire has bi-weekly meetings regarding the management of the project
 - Staffing may be a problem – 2 receptionists will need to be recruited. They will be given support and the necessary training.

6. Joint meeting with FMP 26th March 2019

It was felt that future meetings need a clear programme and agenda. Specific speakers need to be invited to talk about relevant matters.

Urgent Treatment Centers (UTCs) will be taking over from Minor Injury Units. The UTCs will be able to see patients with minor illnesses during GP core hours and not just minor injuries. They should be in place by the end of the year. As FMP have a Minor Injuries Unit they will have all the information on the new Urgent Treatment Centers. It was suggested that this is on the agenda for the next meeting and speakers should be from the CCG and FMP.

An important part of the new Contract is Primary Care Networks and this could be added to the next agenda with Claire or Dr Gupta from FMP talking on the subject.

Gill to book the Alexander Centre as venue for next joint meeting for 12 July 2019.

7. Reports from other meetings:

a) CPRG – Tim attended this meeting – South East Ambulance did a very good presentation. Frailty, social prescribing and urgent treatment centers were discussed. Minutes to be published.

b) The Inter-Great Project – Gill was invited to attend as a “citizen” representative. The purpose of meeting, convened by the Kent & Medway STP, was to simulate Integrated Care Systems for Kent and Medway and to suggest the way in which the Integrated Care Partnership organized the health and care services into Community Networks.

8. Project Plan 2019/2020:

Margaret presented the Project Plan for 2019/20

a) Patient Survey nearly ready to be distributed – paper copies will be available, PPG members to assist in reception with an I-Pad and text messages will be sent out with a link to Survey Monkey. Emails with the link will also be sent out to the Virtual Group.

b) EoL Project - Sample leaflets received from Hospice UK were distributed amongst the group for them to review. Three need to be selected for inclusion in the End of Life Folder.

c) We need to develop the Virtual Group and try to enroll younger members, possibly using the Wednesday afternoon at Baby Clinic for a recruitment source. PPG member to do patient survey at this time and give out leaflets on being a member of both the PPG and Virtual Group.

9. Preparation for CQC inspection:

We were ill prepared for the last inspection and Gill suggested holding an extra meeting to go through the CCG requirements and to review the report from the last inspection. Meeting suggested for the end of May.

10. Referrals to Consultants:

Gill to forward a specific case to CB

Monitoring of clinics provided by external organisations:

Gill had a query about COPD clinics but again CB is requesting specific details in order to comment. Gill will ask the person concerned to write to the surgery should they wish to take the matter further.

11. AOB:

- Depression Clinic to be added to Action Plan
- Newsletter – Annette to forward Practice report to Pam
- Surgery Booklet – needs updating – Gill requested copy
- Website – check latest news and links – check current vacancies spelling – check the link for CQC.

Next meeting: Thursday 6 June 2019 at 2 pm at NPS

