

Aldborough Surgery Patient Participation Group
Minutes of the Committee meeting held at 6.00 pm on the 27th November, 2012
at the Aldborough Surgery

Present: Dr. Mark Fleming, Nita Good (Secretary), Barry Neate, Alex Reid (Assistant Practice Manager), John Shrive (Vice-Chair), Jim Spiller, Peter Wedge (Chair), Gill Wilton

Absent: Dee Shaw (Treasurer)

In Attendance: Heather Spiller

Resignations from the group: Pat Rice, Faith Broadbent

Minutes of the last meeting: Minutes of the last meetings (22nd August and October 22, 2012) were agreed.

Matters arising from the meeting on August 22nd: With regard to various projects discussed at this meeting Peter said that the General Practice Assessment Questionnaire (GPAQ) for 2012 is now available and being completed by patients at the surgery. Christina Neate has produced a rota of PPG members who have agreed to help patients in the reception area complete the GPAQ, should the need arise. Members are encouraged to also use this time to promote the PPG and to encourage patients to join the Aldborough PPG electronic communications network. Some members who had spent a morning 'helping' in the reception area felt that it was not very productive. Concerns were raised by Heather and Jim Spiller regarding a volunteer's legal position in the event of a dispute with a patient. Jim asked if the surgery had a policy about volunteers working in the practice. The practice will check this.

We are now members of the National Association of Patient Participation (NAPP). Our membership has been funded by the practice, which has also given the PPG a £150.00 petty cash allowance, held by the Treasurer (Dee Shaw). The meeting held on October 22 was to plan the first open meeting for all patients of the Aldborough Surgery on Friday November 14th, 2012 and there were no matters arising from that.

Analysis of meeting on November 14th

Open Meeting November 14: For the benefit of members who had been unable to attend the open meeting Mark Fleming explained the issues that were covered during the evening: the integrated care clinics; confidentiality in the NHS; and the new 111 telephone service (please see: Aldborough PPG meeting at the Aldborough Community Centre on Wednesday November 14).

Mark apologised for his political view on certain issues, but Peter said that we should be aware of all the issues that needed addressing, and that the PPG should act as a vehicle to inform patients about current issues and concerns so that their opinions could be acted upon. In turn, if Aldborough Surgery patients had concerns, we should be representing them, regardless of their possible 'political' significance.

With regard to anxieties raised at the November 14th meeting about the response times of the ambulance services in our area, Mark said that the surgery had received a letter from Norman Lamb MP asking that all surgeries in his constituency give him information about specific issues regarding their experiences with the Ambulance service. (Dec 11: The Aldborough Surgery has replied to Norman Lamb).

Peter felt that the first open meeting had been more successful than he had anticipated. Never-the-less despite an intense advertising campaign which included distributing hundreds of leaflets advertising the event in many venues, including shops, libraries, toddler groups, and primary and high schools, only about 25 people attended. Conspicuously absent were the 'younger' parents we had hoped to reach. Two factors may have contributed to the low

numbers: there was another meeting that evening in Aldborough and the weather was inclement. Peter felt that for a first effort we should be fairly satisfied.

What to do about future open meetings? Since so few parents of school age children had attended, Gill Wilton suggested that inviting parents to 'after school' meetings of about fifteen to twenty minutes duration at their child's school, might be a more successful way to reach this group.

Ways for the PPG to reach more patients.

Electronic communication was seen as the most positive way forward using a website, newsletters and email contact. It is not currently known how many patients have signed up to electronic communication at the surgery.

Peter wondered if it would be practicable over the next month for all members to visit toddler groups and primary schools in their area to hand out copies of the PPG leaflet and to invite the parents to join our mailing list. Gill suggested that events such as the Aldborough Primary School pantomime would also be a good venue in which to do this.

Mark said that he would be willing to hand out PPG leaflets after patient consultations.

It was suggested that PPG leaflets could be included in prescription packages, and that Fr Brian Faulkner could be asked to mention the PPG to his parishioners.

Practice Manager Report - Alex Reid (Assistant Practice Manager)

PPG presentation: Julie Grey (Practice Manager) had asked if there was a presentation download from the NAPP website that could be used to advertise our PPG on the patient information screen in reception area. There is and Nita will send her the details.

Integrated Care Clinics: these will not be in full operation until March or April 2013.

GPAQ: this year's exercise is nearly finished.

Aldborough Surgery Website: this should be available in a mini form in January, the complete website will be available by March 2013.

Patient Information Screen: this is now in use in the reception area. It displays information about the surgery such as flu clinics, the PPG, etc. The lower section of the screen carries the BBC news headlines.

Staff: Jane Bishop (medical secretary) has broken her wrist and will be on sick leave until January 2013.

Part-time receptionist: Rowena Cove, formerly with Timber Hill Health Centre in Norwich, will join the practice on December 10th.

AGM in May 2013: Peter suggested that we think about the AGM and keep in mind that he agreed to be chair until that date; he does not wish to seek re-election.

Open meetings: Peter suggested that it was too early to decide on a topic or date for the next open meeting in February or March. However in the interim period he suggested that as many names and details of prospective new PPG members should be collected as possible and that from this data a decision could be made on a relevant topic for the next meeting.

Surgery concerns: Peter suggested that it would be helpful for the Practice to inform the PPG of any concerns that it has about changes within the NHS so that patients could also be made aware and informed about issues that might have an impact on their health care. The Care Quality Commission with its numerous policies and corresponding need for more and more inspectors is one aspect of the re-organisation of the NHS that is seen by many as detrimental. Mark will keep the PPG informed.

Mentors' Register: There was a discussion about the possibility of introducing a register of patients within the surgery who have or had a specific disease, and would be willing to be a mentor to newly diagnosed patients with the same disease who ask for support. Mark was positive about the idea, other members felt that caution was needed and were not so positive. It was agreed that it was a project that, if implemented, would need definite guidelines and will be discussed further.

Any other business: Jim mentioned that he had been to a meeting of 38 Degrees (a U.K. social action group) in Cromer. The concern was the issue of Clinical Commissioning Groups and the need for patients to exert an influence while CCGs are being formed, so that the interests of patients, not private companies, are safeguarded. He mentioned that City and Hackney CCG in London have said that they will adopt 38 Degrees safeguards into their constitution, which they hope will become a model constitution for the rest of the country, and prevent local health services from being damaged by privatisation.

Next meeting: Tuesday January 15, 2013 at the Surgery at 6.00 pm.