

ELMWOOD PATIENT PARTICIPATION GROUP

Minutes of the Meeting of the Patient Participation Group 3rd March 2015

Present: Dr David Hughes, Matthew, Wendy, Jean, Linda, Jane, Mary McEnhill (Practice Manager),

No.	Item	Actions
1.	Apologies were received from Wyn and Alan	
2.	Minutes of the meeting of 12 th December 2014 were agreed	
3.	Matters Arising :	
	<p>3.1. Meeting Dates Mary agreed to e-mail the date of the next meeting as soon as agreed, rather than sending with the minutes</p> <p>3.2 Friends and Family Test: Members had seen the test questions prior to launch. The Practice had received 78 responses in January and 144 in February. David circulated the free text comments that had been received. The majority were good. It was noted that all the negative recommendation ratings came from on-line submissions. This route can be used by any member of the public regardless of whether they are patients of the Practice or have visited the Practice recently. As the FFT is supposed to review “recent visit to the Practice”, this reporting route might need review.</p> <p>For further surveys, it was suggested that we consider offering a selection of categories and asking patients to choose “what you see as the priority for the PPG and Practice to concentrate on”</p> <p>3.3 Care Closer to Home David explained that a fairly complex tendering process for the provision of a wide range of community health services was currently in process. A new contract would have to be in place by September.</p> <p>3.4 Proposed Merger with Meltham Village Surgery This was progressing at a slow pace. NHS England had stated a minimum of 3 months before they could carry out whatever processes were required at their end and Elmwood GPs felt that a merger mid-financial year would be problematic for both practices. The plan is to merge on 01.04.2016 and to engage in some shared working in the interim.</p>	<p>Mary to send amalgamated results of Jan to March FFT to members</p>

	Matthew suggested contacting the Meltham PPG chair to arrange a joint meeting.	Mary to ask Meltham Village for contact details.
4.	Premises	
	A meeting had been arranged between EFD and NHS Properties Ltd to discuss progress on the refurbishment plans for the clinical areas of the health centre. Meanwhile, the Practice had undertaken an interim freshening-up of the Waiting Room and was expecting the installation of a new automatic door to replace the inner manual doors on the car park side of the main entrance.	
5.	Patient Survey 2015	
	It was proposed that another full Survey be undertaken in the Autumn at a less busy administrative period for the Practice. The Practice has more freedom to decide what to include this time, so certain questions which might be seen as less pressing this time could be dropped in order to keep the survey shorter and more likely to be completed.	Mary would send out the amalgamated 2012/2013/2014 survey results to members after March year-end work was completed
6.	Information for the Patient Community	
	There was discussion about how we might promote information about what is available in the Holme Valley area to help people access formal and informal groups and activities that would help them with health problems. Groups in the Holme Valley include such things as Friend to Friend; Sharing Memories; Dementia Support Group	Practice to source material for displays on new notice boards in the Waiting Room
7.	Patient Reference Group Network	
	Lin agreed to be the Elmwood representative on the PRGN for 2015 and attend the meetings when possible. Mary undertook to forward to her the PRGN meeting papers for the last 3 meetings so that she could get a flavour of what they entail.	MCM to forward papers to Lin
8.	Dates of Future Meetings	
	Next meeting will therefore be Tuesday 2 nd June 2015 at 7:00 p.m.	