

ELMWOOD PATIENT PARTICIPATION GROUP

Minutes of the Meeting of the Patient Participation Group 2nd June 2015 at 7:00 p.m.

Present: Dr David Hughes, Matthew, Wendy, Wyn, Jean, Lin, Jane, Amy, Alan, Mary McEnhill (Practice Manager),

No.	Item	Actions
1.	The group welcomed Amy to her first meeting and introductions were made.	
2.	Minutes of the meeting of 3 rd March 2015 were agreed	
3.	Matters Arising :	
	<p>3.1 Friends and Family Test: The Group reviewed the results for January to May which were reasonably good. It was agreed that we should monitor any rising trends in poor results. Mary explained that a decision had been made to remove the FFT from the website as it was open to anybody, anywhere to complete the form, whether they were a patient of the Practice or not. If it became possible to make an on-line form available only to</p> <p>3.2 Patient Reference Group Network: Mary explained that a key item on the next meeting agenda would be the introduction of “Carers’ Champions” in practices. The carers’ champion would be a member of the practice and would typically be one of the administrative staff (not necessarily the Practice Manager). The Group felt that it would be helpful if the champion attended PPG meetings. Lin would be attending the PRGN on 4th June on behalf of Elmwood PPG and would feed back more about this and other items.</p> <p>3.4 Meltham Village Surgery: Matthew and Mary had attended a meeting of Meltham Village PPG and put forward the case for having a joint meeting with the Meltham Group to share ideas and thoughts about the proposed merger, while each group should preserve its separate identity until a merger happened. Members agreed to travel to Meltham for the next meeting. Mary and David offered lifts there and back to anyone who needed it.</p> <p>The Group felt that patients of a merged Practice should have open choice of using either surgery rather than being directed to the nearer site to their home. David endorsed this view, as choice made for a better patient service.</p>	<p style="color: green;">Mary to check suitable date with Meltham Village Surgery PPG.</p>
4.	Premises:	

	<p>Mary gave an update of progress and explained that the Practice was now awaiting the outcome of a tendering exercise involving four firms who had all visited the health centre to assess the work involved. The Practice was still hopeful that work might commence in the Autumn.</p> <p>Automatic doors had been installed at the front entrance and the upper level entrance in mid-March, thanks to a successful bid for 70% funding from NHS England by the Practice. These would not have been included in the NHS Properties refurbishment scheme.</p>	
5.	Clinical Staffing	
	<p>David reported that the Practice had successfully recruited two new female GPs – one full-time and one 0.6 wte – starting in August and September respectively. The Practice was committed to trying to maintain its good GP:Patient ratio, despite the possibility of significant reductions in funding.</p>	
6.	Patient Survey 2015	
	<p>Mary produced amalgamated results of the 2012, 2013 and 2014 survey results. Mary would complete this and circulate to members so that they can consider which questions should be kept or dropped, and feed back with suggestions of new questions that might be added.</p> <p>It was suggested that the next survey, planned for Autumn, could be used to communicate the proposed merger to Elmwood patients.</p> <p>David suggested that we ask which of the 2 appointment reminder SMS texts was the more useful, (the Group members all felt that the 2nd reminder, the day before the appointment was the more useful).</p> <p>It was also suggested that SMS could be used to alert patients to the merger and direct them to the website, where more information could be posted.</p>	<p>Mary to circulate the completed 3 year comparison</p> <p>MCM to explore further</p>
7.	Other Business	
	<p>Mary reported an initiative by a Devon practice which was promoting well-being through a variety of physical, learning and social activities. The Group discussed the benefits of such ideas as promoting U3A; “Social Prescribing” and promoting activities via the waiting room TV screen.</p> <p>Now that the waiting room had a notice-board for (non-profit making) community events in the Holme Valley, it was suggested that members forward any contacts or information that would be appropriate for the notice-board or TV screen.</p>	<p>Members to send or drop off any info to Mary</p>
8.	Dates of Future Meetings	
	Next meeting will be Tuesday 8th September 2015 at 7:00 p.m. at Meltham Village Surgery	