

**MINUTES OF THE PPG MEETING HELD ON  
Friday 27<sup>th</sup> September 2013**

Present:- 5 group members, Paul Dodds and Kelsey Stoddart

Apologies 1 member

Chair A Group Member

- Matter Arising
- CCG Update
- Patient Participation Survey 2013/14
- Care.Data
- Actions

	DETAILS	ACTION
1.0	Meeting commenced at 11 am	
2.0	<p><b>MATTERS ARISING</b></p> <p>Discussed website – New patient survey to be added. Link problem has been resolved.</p> <p>Flat screen in reception- currently being chased up as surgery is trying to find funding for this. There were disadvantages with using an outside agency. Still want to go ahead as will improve the waiting time for patients of all ages.</p> <p>Discussed the possibility of advertising the GP’s working hours/days and their specialities. The surgery is trying to get away from using locums so this should help with continuity.</p> <p>Car park issue still being looked at.</p> <p>Optimum size of the PPG group- no feed back seen as of yet. It would be beneficial to have a wide range of ages and different types of patient e.g. parents, carers etc. Possibility for a better leaflet to be available reception or to have it mention on the website.</p> <p>Newsletter- Currently looking at the costs that will be attached to doing this. Would be a useful document to have. Maybe look at 1 per household hard copy sent in the post. Available on the website?</p>	
3.0	<p><b>CCG UPDATE</b></p> <p><b>Appointments/access service-</b> As the surgery is signed up to the enhanced services it will be open every Saturday from October 2013 to March 2014, 8am – 1pm. We are contracted to 15 appointments, 10 pre-bookable and 5 cross over/urgent; these are for patients directed from 111, which includes patients that are not registered with us, and any patients we have walk in on the day. If the surgery is full they may be directed to another surgery or urgent care centre. There will be a Practice Nurse available every day and the Nurse Practitioner 1 in 4 Saturdays. The telephone line will not be open for patients.</p> <p><b>PGP-</b> The surgery will be working to a number of modules that will help make improvements for the future. There will be a number of charts and information posters for patient information like the number of patients that failed to attend their appointment that month and other management information; to help patients</p>	

understand what goes on and what we are doing / not doing. The patients that do DNA will receive a letter from the practice advising them on the DNA procedure; 3 strikes – Hospital DNA’s may also be incorporated.

Also discussed the other multiple services that the practice need to provide; Ambulance Transport, vaccinations etc.

Discussed future roles of GPs and the CCG on how they are trying to rationalise and make things simpler for patients to understand.

Paul will circulate some information on Who’s Who in the CCG

#### **4.0 PATIENT PARTICIPATION SURVEY 2013/14**

There will be a new updated version of the survey available online and in surgery. It is possible for questions to be added, there is a 2 week deadline for the PPG group members to give any ideas.

#### **5.0 CARE.DATA – DEPARTMENT OF HEALTH**

A new way of capturing patient data, seeking to collect patient’s active/significant problems, post code and NHS number. Like the SCR’s there will be a form to fill in if patients would like to opt out of this. Patients that do not opt out of this will later on be given the option to opt out of that information then being sold on, to places like Pharmaceutical companies. The information will be gathered and processed in a large, central government based, information centre. It will be used initially to help with research, like to see if certain areas suffer with specific conditions. There are notices and leaflets in the Reception area, the opt out forms will follow.

<b>6.0</b>	<b>SUMMARY OF ACTIONS</b>	
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Possibility of a member to attend a PLT meeting to discuss what the PPG is about as a method of heightening awareness.

Next meeting arrange for the 24<sup>th</sup> January 2014.