

Minutes of Praze PPG Meeting held at Praze Surgery at 7pm on 15 November 2017

Those Present:

Ken Jones
Jan Jones
Alistair McLeod (Vice-Chair)
Averil Prior
Mary Tipton
Ian Wilson
Aurora Talbot
Christine Rowe
Jane Thompson (Chair)
John Nash
Margaret Nash
Helen Gambier
Anne Craig (Secretary),
Nigel May.

Apologies :

Evlyn Pinto-Willis
Tim Iremonger
Christine Iremonger
Linda Mason

Declarations of Interest:

None declared.

1. Guest Speaker: Nigel May

NM began by saying how impressed he was, not only by the Praze Surgery premises but also the number of attendees at the meeting.

NM explained that having retired from the University of Plymouth 7 years ago he joined his local PPG. He is currently Chair of the PPG Umbrella Group in East Cornwall, covering 10 GP practices with 8 currently represented. In addition he is a member of a Citizens Advisory Panel (see below for further info), a Lay Member of the School of Nursing in Plymouth and a member of the Patient Council for Derriford Hospital.

NM gave an informative presentation on the varying interests of individual PPGs in his area. Some groups decide they prefer to be involved only with their own GP practice, whilst other groups want to be involved in the wider issues of Healthcare. He encouraged the group to get to know members of other PPGs in our area and to invite speakers to talk to the group about NHS issues. NM advised that his umbrella group work closely with their KCCG Locality Manager, Paula Bland. He feels that this is mutually beneficial.

NM asked if members were aware of the Sustainability & Transformation Plan (STP). This plan addresses the question of how Healthcare and Social Care can work together to meet the needs of their local populations. The remit of Citizens Advisory Panels is to advise those within healthcare and local councils who are developing the STP.

NM asked : Can PPGs be a vehicle for promoting health and wellbeing in their community?

He advised that PPG members do have a role within their own practice as well as a responsibility to understand what is going on in the wider community.

Q&A

NM invited questions from members

Q:How many surgeries have PPGs?

A: approx. 90%

Shaping our Future (SoF)

Social Prescribing

NM agreed to send us a list of projects and who does what.

JT thanked NM on behalf of the group for his informative and thought provoking presentation. NM asked that we keep in touch with him.

2. Minutes of Previous Meeting on 23rd August 2017

The Minutes were read and approved by all before signature by JT.

Proposed : Aurora Talbot

Seconded : John Nash/Averil Prior.

3. Patient Access to Health Records

AT advised she has recently witnessed patient access to health records through a friend who is a patient in a Midlands practice of 18k patients.

AC described current patient access for Praze patient population. Currently our clinical system offers the functionality to offer Allergies, Medications and Adverse Reactions on-line but these are yet to be tested. The practice has tested Access to Blood Test Results but this has failed so far.

AC asked: Would any PPF members be willing to volunteer to be included in future testing of on-line systems?

Response: Yes from JT and IW

4. Booking Appointments On-line

AT asked if this was possible at Praze.

AC advised that currently a limited number of appointments are offered at different times of the day and in evening clinics. This could be expanded. Limitation is that present functionality of system only allows 10 minute GP appointments to be offered. There is currently no functionality to allow the customising of Nurse appointments which vary in time dependent on treatment required.

MT advised her experience of on-line appointment booking – frustrated by limited number of appointments offered.

5. Practice Website

AT has compared Praze website with other local surgeries. Feedback/Thoughts are :

it contains a lot of text, needs to be more welcoming and Information more 'upfront' and visible – Pool Health Centre cited as one example.

Can PPG look at website and suggest improvements?

All agreed that PPG will review the website in 2018. AT agreed to chair a small working group.

6. Need to Improve Communications within Praze PPG.

All agreed that their email contact addresses could be shared with group members.

AC to send out list.

7. Community Mapping Event

AC gave a brief overview of event attended 20/9/2017 as a practice and PPG representative. Encouraging number of local organisations in attendance and shared pool of knowledge to help local practices patient population in a wide variety of health and social matters.

8. Any Other Business

Event 24/11/17 Making Integration Happen for Children, Young People and Families at Heartlands: JN & MN offered to attend on behalf of PPG. JT thanked them on behalf of group.

Polymyalgia Group: MN provided update on this Group which was discussed at previous meeting.

An Inaugural meeting was held at Premier Inn on 9/10/17 and the second meeting is to be held at Truro Golf Club at 2pm on 20/11/17.

Practice Representative to attend PPG: AM advised it was essential that the practice provide a representative at PPG meetings to respond to questions about the practice. AC confirmed this was the practice's intention.

KJ asked what is the GP involvement with Praze PPG? and do Doctors see PPG Minutes and results of surveys?

AC confirmed that Minutes and survey results were circulated to all GPs and staff and wherever possible a GP would attend meetings.

9. Date and Time of Next Meeting

Wednesday 24th January 2018, at 7pm at Praze Surgery.

Please send all agenda items to either:

AC email: KCCG.Praze-PPG@nhs.net

Or JT email: rattythompson@hotmail.com