

PRESTON GROVE MEDICAL CENTRE

Minutes of the **Patient Group Meeting** held on **Monday 13 July 2015** in the **Common Room** at **Preston Grove Medical Centre**

Present: David March, Patient (Chair)
Philippa Clifford, Reception Manager
Chrissie Gee, Patient
Christine Lincoln, Patient (Secretary)
Peter Spranklen, Patient
Michael Tritton
Kathy Way, Patient
Mike Way, Patient
Eva Whear, Patient
Dr Steve Wood, GP

1 Welcome and Apologies

1.1 David welcomed everyone to the meeting. Apologies were received from John and Ruth Hann, Sally Higgins, Sue Jay, Malcolm Jeffries, Karen Lashly, Mandy Mason and Eva Whear.

2 Minutes

2.1 The minutes of the meeting held on 1 June 2015 were agreed.

2.2 David confirmed he had sent some comments to Mandy Mason for the Prescribing Newsletter. Other members of the group had read the information.

3 Terms of Reference and Rules of the Patient Group

3.1 At the meeting on 1 June 2015 it was agreed to increase the number of patients on the Patient Group and the Rules of the Patient Group had been updated to reflect this.

4 Extended Hours

4.1 Philippa said it has been proposed using telephone appointments for extended hours but this has not been confirmed. Karen will give an update at the meeting.

5 Patient Benefit Fund

5.1 This would be a standing item on the agenda. It was agreed that Karen, Sally and David would become Trustees of the benefit fund. The paperwork is currently with Karen for signing and it also needs to be signed by the previous Trustees. A portion of the money had been spent on new signage in the car park, with an additional amount set aside for some new flooring.

6 PPG Chair Network

6.1 David attended the PPG Chair Network meeting in Taunton on 7 July 2015. This is a meeting of PPG Chairs from across Somerset, which is hosted by Somerset CCG. David said these meetings are held five times a year, it was the first meeting he had attended and it had a very full agenda, with too much information covered during the day. Christine administers these meetings. David talked about some of the topics covered.

6.2 Somerset CCG has set up a Primary Care Co-commissioning committee to work with NHS England. This committee is chaired by a new non-executive director David Bell. A PPG Chair has been elected to sit on this committee.

- 6.3 Martin Howard from Patient Voice attended to talk about the work being done across the South West sharing best practice. One of the projects was a webinar hosted by Patient Voice where the Somerset PPG Chair Network shared the work they have done over the last few years.
- 6.4 Karen Taylor from Somerset CCG talked about Sign up to Safety and the five pledges. It was suggested Karen could attend a future meeting to talk about this and how GP Practices can sign up. **[Post meeting note: Christine has spoken to Karen and she will be attending Practice Manager Meetings rather than attending individual PPG meetings.]**
- 6.5 There was a presentation from Carers Voice Somerset who are working to improve the life of carers in Somerset. Somerset's Commitment to Carers would be launched on 8 July 2015 and working with carers across Somerset to develop this commitment document at the end of the year. There was low representation of carers registered for the launch.
- 6.6 David asked how many carers registered at Preston Grove. Philippa was unable to answer this but would ask Mandy, who is the Carers Champion for the surgery.

ACTION: Philippa to find out how many carers are registered with the Surgery

- 6.7 Alison Henly, the interim Chief Finance Officer and Director of Performance talked about the Somerset CCG budget.

7 Patient suggestions/complaints

- 7.1 As Karen and Sally were unable to attend there was nothing to report for this item.

8 Staff suggestions

- 8.1 As Karen and Sally were unable to attend there was nothing to report for this item.

9 Practice updates

- 9.1 Dr Wood said Dr Emma Jones started on 1 July 2015 and does four clinic sessions, so they are still three session short. Patients are currently being written to confirm which list they will now be on. Dr Tanner will be working at the Practice as a locum until the end of August to cover annual leave.
- 9.2 The appointment system is working well with positive feedback being received by reception and GPs. Patients who need to be seen on the day are being seen, although not all by their own GP. This has made the appointment system better with patients being able to make appointments in advance.

10 Any other business

- 10.1 David said there was currently four days delay for prescribing drugs. Philippa said it should be three days unless there was a delay in getting the medication. Philippa said it would depend on the time of day when the prescription was requested, whether it was submitted before or after mid-day. There was also a discussion around control drugs which need to be signed for and electronic prescribing.

11 Date of next meeting

- 11.1 The next meeting will be held on Monday 24 August at 5.30 pm in the Common Room at Preston Grove Surgery. David thanked everyone for attending.