

Minutes – Hilary Cottage Patient Participation Group  
Thursday 30<sup>th</sup> June 2016, 1.00 pm

<b>Present:</b>	John Read	Chair
	Liz Mcfadyen	Vice Chair
	Carol Stewart	Secretary
	Johnny Dallow	Fairford Town Council
	Graham Hewitt	League of Friends of Fairford Hospital
	Gill Northen	Patient
	Suzanne Saggars	Practice Patient Liaison
	Margaret Bishop	Patient
	Ann O'Hara	Patient
	Jane Read	Patient
	Diane Piatek	Practice Manager

Minute No.	Item	Actions
1.	<b>Apologies</b> Stephen Andrews, Katy Archard	
2.	<b>Minutes of the last meeting</b> Minutes dated and signed as correct.	
3.	<b>Matters Arising</b> Covered within Agenda.	
4.	<b>Welcome to Carol Stewart</b>	
5.	<b>Action Plan</b> Ann gave an update of the Strategic Plan, a copy of which had been sent to everyone. She commented on the different areas as follows -  <b>Area 1:</b> She highlighted the importance of linking with various organisations such as the League of Friends, and emphasized the importance of all round information.  <b>Area 2:</b> The aim is to hold two events a year – working with the surgery. The Newsletter, self-help links to special interest groups and the local services directory also contributed to this area. The Memory Event with U3A was mentioned but there are, as yet no definite details or dates. Margaret Davey (a former member of the Committee) spoke highly of it. HealthWatch Gloucestershire have just published a new leaflet with hints and tips about dementia from Dementia Action Alliance.  <b>Area 3:</b> Focuses on the importance of two way communication with patients. The newsletter is part of this. Articles and Leaflets. There has been some reluctance from some parish magazines to accept articles for publication. They see it as promotion or advertising and some require payment. We appreciate this viewpoint so there are two versions of 'Healthcare at your Fingertips'. A general one for all magazines and one for HC patients with the positives at the top. Ripples and Fairford Town newsletter are happy to accept them. Also Fairford Parish News and Kempsford have been supportive.	

**Area 4:** This is about how we ensure that the surgery has the views of patients e.g. coffee mornings. Friends of PPG is a growing group who want to be kept informed and are happy to inform others. Numbers are now approximately thirty. A letter which goes out to people who have expressed an interest in being part of Friends of PPG was read out. Committee members can forward names of interested parties to Ann.

**Area 5:** Taking issues and talking through with surgery so that when external body visit, we are well informed and can represent the surgery well.

A trifold version summarising the Action Plan is available in the waiting room. Liz, Ann and Stephen were thanked for their work in producing this. Access Braille is covered in newsletters.

### **6.1 Strategic Plan draft – plans and progress**

Diane explained that the pilot schemes funded through the Prime Ministers Challenge Fund (Choice Plus) was coming to an end but consultation is underway with Gloucestershire CCG to see how these schemes can continue. Stephen is also involved in a countywide consultation for the review of Urgent Care. The Surgery have fed back their view to the consultation and that any centralised approach to services would cause be difficult for rural GP practices given their location & geography.

Ann highlighted the importance of the PPG having a view and of Stephen providing feedback in order to keep lines of communication open, both with the PPG and the surgery. There were differing opinions as to whether centralization would be a negative or a practical way forward.

As discussed at previous meetings and as detailed in the recent brief from the Partners, despite the new housing already or being built in and around Fairford, patient numbers have not greatly increased. Cirencester is deemed more at need for new premises with the large planned increase in housing.

**6.2** To date, Diane has been unable to get a consultant to make a presentation at Health Events. Events can be held in the Waiting Room within the limitations of fire regulations. Otherwise the community room will be used but this involves payment. Graham indicated that the League of friends may ‘chip in’ to pay for community room if numbers necessitate this. However he pointed out that it would necessitate a discussion with his Trustees re priorities for funding. John will contact them to enquire.

Available consultants may determine the choice of focus for the next Health event. A possible link in with national Healthy Heart week was highlighted.

**6.3** Diane stated that all NHS organisations need to comply with the national “Accessible Information Standard” by the end of July 2016. Practices need to ensure that patient’s with a disability, impairment or sensory loss receive information in a way they can easily understand.

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<p>service to the normal GP service. This has proved confusing for patients when seeing Dr Wallis or Dr Crooke in a choice plus clinic. Jane identified the need for clarification as the funding may not last long.</p> <p><b>6.4</b> Friends and Family survey results for June have yet to be sent out. Suzanne shared with the committee the details the '4Cs' return (which lists Complaints, Compliments, Concerns and Comments. Six complaints that had been received, four of which were verbal and two written. One was wholly upheld and three partially and Suzanne held the view that the process of dealing with these had resulted in valuable lessons learnt. John felt it had been very positive and thorough and provided invaluable information.</p> <p><b>6.5</b> Comments on appointments had been received from different sources and a way to move this forward had already been agreed earlier in the meeting.</p> <p>Coffee morning had taken place on 7th June.</p> <p>The practice summer newsletter is now available in hard copy in the waiting room or electronically on the website. Jane commented that she found the information regarding Shingles somewhat confusing and unclear. Diane explained that the programme has changed since last year and agreed that it was confusing for patients. The information listed in the current newsletter is from the national campaign that commences in September 2016. Any patient unsure of their eligibility can contact the practice to check.</p> <p>John highlighted the effectiveness of the work with the 'Friends' that Ann and Liz have done.</p> <p>To obtain a repeat prescription for medication that is not on the monthly system, patients need to get a Triage appointment.</p> <p>Comments had been made via the PPG regarding the accessibility of the Surgery's Travel form which patients are required to complete prior to foreign travel to ascertain whether vaccinations are required. One particular patient had completed the form online via the Surgery's website which they found cumbersome and commented that it could not be submitted unless all questions had been answered. The patient subsequently booked an appointment with the Practice Nurse who had not read through the patient's online form prior to their consultation.</p> <p>Suzanne stated that individual comments / concerns should you routed to the Surgery to investigate accordingly. However, the online form takes less than two minutes to complete and can be submitted regardless of whether all questions have been answered or not.</p> <p>The group looked at the Travel section on the Surgery's website and agreed that elements of the text should be in bold to ensure patients were aware to telephone the Surgery to book an appointment following submission of the online form.</p> <p>The system where HC can refer patients to Cirencester Hospital for</p>	<p>DP</p> <p>SS</p>
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<p>nurse or phlebotomy appointments was explained. If the patient does not have transport then this can be arranged.</p> <p><b>7. A.O.B.</b> Village &amp; Community Agents leaflet was shown and is attached to the minutes. Diane to look for healthy heart, dementia or diabetes speaker possibly in liaison with Purton Surgery.</p> <p>Diane showed how the modifications to the Repeat Prescriptions screen and other facets of the Surgery website developed in partnership with the PPG had been used by another surgery.</p>	<p>DP</p>
<p><b>8. DONM</b>  Pre Meeting: 5<sup>th</sup> October 2016  Meeting: 27<sup>th</sup> October 2016</p>	