

**Minutes – Hilary Cottage Patient Participation Group
Thursday 27th October, 2016, 1.00 pm**

Present:

Liz Mcfadyen	Vice Chair
Carol Stewart	Secretary
Johnny Dallow	Fairford Town Council
Stephen Andrews	Patient/District Councillor/CFR
Diane Piatek	Practice Manager
Gill Northen	Patient
Margaret Bishop	Patient
Ann O'Hara	Patient
Jane Read	Patient

Minute No.	Item	Actions
1.	Apologies; John Read, Graham Hewitt,	
2.	Not present: Katy Archard	
3.	Minutes of the last meeting Signed as correct	
4.	Matters Arising not covered below Liz sent John our very best wishes. We look forward to seeing him again at future meetings.	
5.	Action Plan Progress Area 1: The PPG will ensure it is well informed of developments and best practices Update from Stephen on the CCG review Ann and Stephen did a presentation to the CCG meeting in Gloucester and the outcomes from that and the meeting confirmed that having a fund raising role for the Friends of the PPG was not recommended. The CCG was clearly looking for practices to work in Area groups and would try and organize this for the next meeting. Changes to opening hours of the MIU were discussed, which were now out in the press. Concern was expressed that patients should know where they can go so Liz and Ann would follow through and provide information for patients and the friends. Stephen advised that full information to accessing services is available from http://www.asapglos.nhs.uk/	AO/LM
	Surgery update: Choice plus clinics are moving to Fairford Hospital with effect from 1 st December 2016. Practice doctors will continue to work in these clinics. Recruitment shortages were discussed. Anne asked if everyone had received the Primary Care booklet. She highlighted staff shortages in Gloucestershire and funding that had gone to Cirencester and not our locality, even though we were having proportionately the same increase in housing. As part of the South Cotswold GP Locality Plan Frailty Project, eight nurses are currently being employed who will work in the community with patients. The nurses will be shared across the eight practices with one FTE expected to be based in Fairford. Future locality projects	DP

<p>include employing two clinical pharmacists to work across all eight practices to support the GPs with new ways of working.</p> <p>Healthwatch Glos items: Steven is going to the Domicially Care meeting. Margaret and Anne will be reading the Dementia report to help planning for May 2017.</p> <p>NAPP Items: September bulletin – the Royal College of General Practitioners has published a ‘General Practice Forward View Jargon Buster. ‘ Please click on the link on the document to get to it.</p> <p>Area 2: The PPG will encourage and support information events across a range of health and wellbeing subjects</p>	<p>SA MB/AO</p>
<p>Diabetes Event planning; Ann encouraged those present to support the Diabetes event on 24th November. It is hoped that John will be available to Chair. Thanks go to Emma for her support with the advert and information leaflet we are giving out. Ann and Liz needed to liaise with Emma for the final programme. Some members asked for the headline text to be clearer. Diane reported places were already being booked. Chris Roberts will once again support this on her Face book page.</p> <p>Our focus will then shift to the Healthy Heart event in February 2017. Stephen had asked if anyone had contacts at the CCG meeting but no suggestions were forthcoming. Diane raised the possibility of using a specialist nurse and Anne suggested contacting the Heart Association. Minchinhampton had successfully held an event focusing on carers - Diane will pass the information to Anne and Liz</p> <p>There is also a Dementia focus planned for 2017. Stephen has sourced Rosemarie Lynn as speaker. It was noted this was well in advance to inform next year’s Action Plan.</p>	<p>JR</p> <p>DP</p>
<p>Area 3: The PPG will work with the Practice to continually improve communications and patient access to surgery provision</p> <p>Liz and Ann reported that the Diabetes newsletter had gone to all local magazines other than CHEQS as Stephen with his contact Abigail was following this up. We await an update from Stephen. Fairford and the Ampneys had changed their submission date but are very willing to support us so the changes have been noted.</p> <p>Surgery Update: Diane summarised the benefits and difficulties of the recent ‘Ask my GP’ pilot.</p> <p>Foreign Travel injections: The surgery does offer these, and patients should complete an online form in plenty of time, then call the surgery to book your appointment with the nurse. (PPG sheet ‘Health care at your</p>	<p>SA</p>

finger tips”) Patients can get injections at the surgery and elsewhere. The provider of the injections is free to determine the cost.

Ear Syringing: The surgery has raised this issue with the CCG to ensure an appropriate commissioned service is available for patients in the locality and the PPG is happy to support if required.

Thanks to Margaret Davy, ex PPG member now ‘Friend’ of the PPG the PPG was made aware of CCG decision to cease gluten free prescriptions. Diane informed us that the Practice and the Local Medical committee were concerned about this decision which is currently being challenged by the Local Medical Committee (LMC) on behalf of all GP practices in Gloucestershire. Further details will follow.

Feedback on ‘Appointments’ meeting:

PPG members were given an overview of the workshop discussions. Discussions were still ongoing and it was felt important that information should be provided, from the first Working Party meeting, for HCS patients and the Friends of HCPPG this Autumn. This would ensure that all are aware that concerns expressed have not only been noted, but are informing steps to bring about improvements. John, Ann, Liz and Stephen will work with Diane and Suzanne to create this. A second working party meeting will be held so that a further information sheet can be sent out in January; thus keeping the information stream flowing. Diane felt it may be appropriate to further consult with patients during the process and the PPG will address this.

Friends of the PPG – Developing communication with Friends of the PPG:

The question was raised as to whether we need new PPG members. Jane informed the group that she would be standing down next year. As we have a vacancy Ann suggested approaching the ‘Friends’ in the first instance as that had been John’s plan. Stephen and Ann also reported from the CCG meeting that one PPG group interviews prospective PPG members Jane confirmed that in the past potential members were interviewed by the Chair;

HCPPAG’s priority was mainly to secure members who had all patients’ best interests as their concern.

It was agreed that anyone expressing an interest would have an informal conversation with John or Liz. In the case of those who do not attend for three consecutive meetings, current practice would continue - Carol would check the apologies and John would contact them to discuss if they still wished to continue.

It was agreed that the Vice Chair (joint publicity with Ann) and the Secretary would also hold the email addresses of the ‘Friends’ so that information can be sent out, should Anne not be available. This also fulfills data protection as should information retained by one nominated person be lost, it can be retained by another.

Ann drew attention to the very positive outcome of our work with Boots the Chemist with thanks in particular to John Reed for his time. The Fairford branch has won the Regional award for top store for the Central region and is now in the final for Boots Store of the Year. PPG welcomed the strong community link with the current manager, being an ex Farmer’s pupil

JR/AO/LM
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PPG

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<p>Area 4: The PPG will maintain and develop ways in which the Practice gains the views of patients and carers</p> <p>Coffee morning planned programme Thanks go to the League of Friends for funding one coffee morning and to the Practice for their support to date. Looking at forward planning, at this time, the Practice has no plans to support the PPG with coffee mornings. Liz referred to the PPG discussions, alternating coffee mornings between a base in Fairford and getting to patients in the surrounding villages. Carol raised the point that while she agreed with the drive to go out to the villages, it was also important to keep a regular presence in Fairford. The PPG agreed to fund one meeting.</p> <p>Liz had obtained an invitation for us to attend the January coffee meeting in Quennington on 14th January, in the morning. We are not able to advertise the fact that we will be there. She will send through further details. It will just be a case of providing information and talking about Hilary Cottage Surgery. Margaret also agreed to find out if a room was available in Fairford in December to hold an event there. Anne and Liz will send both coffee meeting details out to everyone when all information is in.</p> <p>Area 5: The PPG will represent the patient perspective, as required, to both the surgery (practice systems) and to any external body</p> <p>Appointments work party update Covered previously</p> <p>Result of planning enquiries currently with the authorities which would impact on the number of new houses in Fairford.</p> <p>The results of the above are still pending. The point was made that the housing that is in the pipeline for Fairford may well have an impact on our numbers. Patients' perception is that patient numbers must have increased but in fact, people often stay with their own doctor when they move into the area. Patients need to be assured that the PPG and practice and regularly monitoring the numbers on the register. Liz and Anne will address this in Friends update.</p> <p>AOB Health and Social Care Awards 8th November No-one was available to attend this event, so Ann will write and decline, wishing them well.</p>	<p>MB</p> <p>LM/AO</p> <p>AO</p>
<p>8. DONM: Pre meeting 12th January at 1.30. Meeting at 15 Leafield Road at 1.30. Main meeting 26th January at 1 pm</p>	