

MINUTES OF PATIENT PARTICIPATION GROUP 2nd NOV 2015

ITEM	CONTENT	INFO	ACTION
1	<p>Those Present: Lisa Grey ('Patient Advocate' Nurse), Dr Harris (Senior Partner), Howard Marshall (Chair), Michael Murphy, Dennis Price, Helen Strevens (Practice Manager).</p> <p>The meeting welcomed a new member: Imogen Willgress imogen@willgress.plus.com</p> <p>Apologies: The following had left the Group and members expressed thanks for their past contributions: Andrew Lander, Dawn Spatharakis, Susan Tabor.</p> <p>The following were unable to attend this meeting: Richard Gardner, Mark Pickavance.</p> <p>Lisa Grey is the Practice Nurse acting as Patient Advocate, colloquially known as a 'Patient Champion'.</p>	All	
2	<p>Owing to a member's absence from the last meeting no Minutes could be reviewed.</p> <p>Practice Manager Helen Strevens will supply email addresses of members to group members who don't have them, please email helen.strevens@nhs.net to request a list if you need one.</p> <p>Please keep her updated with any change in your email.</p>	All	HS
3	<p>New Member Recruitment</p> <p>In addition to the website encouragement to join the Group, the practice has vigorously searched out new members, using around 800 emails/texts in a major membership drive.</p> <p>The very poor response had been just 2 enquiries.</p> <p>The Group needs more members and specifically needs some younger participants.</p> <p>Members were strongly urged to find suitable contacts as this is a responsibility of our independent Group and it has taken up much practice effort that could otherwise be deployed on patient care.</p> <p>Nonetheless, a leaflet for doctors to hand to patients could be prepared, and might be the most productive option not yet tried.</p> <p>Members to work on this, submit recruitment ideas and encourage new members to attend from those they know locally.</p>	All	All

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4	Group Constitution/Terms of Reference: Following much useful input, by Dennis Price in particular, our more succinct, practical, and more focused Terms of Reference are now agreed to be an excellent working brief for the Group.	All	All
5	Howard Marshall is in process of writing an article for the website.	All	HM
6	<p>Dr Harris reported that Calne Multi-Discipline Team were making good progress in linking up services with the practice very much contributing to real overall improvement.. For example, Social Services and the local Medical Practices were now beginning to mesh in services to patients in ways that eased patient concerns and administrative complexities at the same time, to deliver better patient services more effectively.</p> <p>The Group found this very encouraging news as it was a major advance towards the integration of patient care around all of a patient's issues, rather than the past of a more fragmented, and sometimes incomplete, care effort that has been the result of poor linkage between separately managed organizations, too often working traditionally in isolation from each other.</p>	All	
7	<p>"D.N.A.s" (meaning "Did Not Arrive" - for appointments) had shown some marked reduction as a result of a campaign by the staff to tackle this seemingly perennial drain on productivity.</p> <p>This was just one example of how the NHS succeeds in performing better, but gets very little media coverage for the Good News that is crowded out by sensational NHS coverage of the negative kind.</p>	All	

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8	<p>Patient Information. Some re-organization of waiting room information displays could now be helpful. Imogen Willgress volunteered to work on this, with practice staff.</p> <p>The general feeling was NOT that there was not enough, but an overkill of too much, on too many topics for patients to take in any one topic and act on it. Inevitably, there were so many interest groups, so pruning had to be a fairly brutal process.</p> <p>Dr Harris suggested that helping patients to self-care for minor matters, and so helping patients to use scarce NHS resources more wisely, would be useful among information themes.</p> <p>E.g. <i>6 Ways to Help Doctor Help You!</i></p> <p> <i>How to Get the Best from Your Surgery</i></p> <p>Likewise, Good News items could feature new treatments and good performance attainments etc such as news of the Calne Multi-Discipline Team?</p>	All	IS HS
9	<p>Dr Harris updated the news on the projected move of the Surgery to the town centre. A merger with Northland was not now planned as potential problems inherent in the two practices' management structures had led to a cessation of merger discussions.</p> <p>Patford is now pushing ahead with its plans, via contractor Assura, to gain a town centre site.</p>	All	Practice

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10	<p>The group agreed that serious questions follow from news of the severe problems highlighted by NHS first quarter overspending (at 4 times the rate of the past year's overspending)</p> <ol style="list-style-type: none"> 1. Would the centralized patient records project be revived as it is central to a direly needed integrated patient-centric service? It is thought that this is being considered. 2. Would the parlous state of NHS budget overspending on a less-than-perfect service mean that a partially contributory approach, that preserved the needy from direct charges, but charged those who could pay modestly at the point of delivery, now become a feasible political reality? <p>Members felt that the attempt to please everyone fully, all of the time, just produced a poorer service. For example, if a very few % of patients don't want their details on a central system should all of us suffer badly as a consequence?</p>	All	
11	<p>Date of next meeting: The next meeting will be at 6.30pm at Patford House on Tuesday 27th January 2016.</p> <p>If you cannot make this date, please soon email mmmichaelmurphy@gmail.com because, if many cannot attend, an alternative date will be put forward</p>		All

Queries on the Minutes to: mmmichaelmurphy@gmail.com 01249 249441