

ABBHEY MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP
Meeting held on Wednesday 24th April 2013
in the Practice Common Room

PRESENT

Brian Palmer (Chair)	Sue Waters
Diana Cowan (Vice-Chair)	Roy Caldwell
Jane Foster (Secretary)	Jeanette Barnes
Teresa Webb (Practice Manager)	Jenny Langley
Dr Stephen Grant (GP Representative)	

APOLOGIES

Richard Allen (Business Manager)	Alyson Grout
David Cowan	

MINUTES

1. Welcome and apologies

1. Apologies were received from Richard Allen, David Cowan and Alyson Grout. David also tendered his resignation due to pressure of other commitments.
2. Brian introduced David Mitchell the Commercial Development Manager of Helping Hands Home Care Services who gave the PPG a short talk on the Services offered to patients.

2. Briefing by David Mitchell - Helping Hands Home Care Services

3. David gave a brief history of this private company which was set up 24 years ago and is based in Alcester but has four regional offices from Leeds to Epsom. Helping Hands offers a range of services in customers own homes from live-in to an hourly service. These are provided either paid-for through local authority contracts (Helping Hand is a first choice provider of social care under a Worcestershire County Council Framework Contract) or privately. All carers go through a full days dementia care training. Helping Hands trainer Jayne Vale won the award for Dementia Personality of the Year 2012 at the National Care Awards.
4. In response to questions from the PPG, David said that Helping Hands does not have any residential homes and that it uses small teams of carers for each customer to ensure a level of continuity. Staff can be tracked using GPS to ensure that they are keeping to their schedules. He agreed that appointments as short as 15 min may not be ideal for elderly or confused customers but said that these were required by the local authority packages. 30 min is the shortest appointment offered to private customers. All staff are CRB checked (now known

as DBS), speak good English and undergo 4 days induction and a minimum of 6 hours coaching/shadowing.

5. Dr Grant confirmed that the experience of AMP patients who had used the service had been good.

6. Brian thanked David for his talk and he left the Meeting.

3. Minutes of the Meeting held on 27th March 2013.

7. Brian signed the Minutes of the previous Meeting which were agreed as a correct record.

8. Action Mar 13-01. Teresa said that it was not possible to automatically redirect email sent to patientparticipation@abbeymedical.com to Jane. She would have to do it manually. Action completed.

9. Action Mar 13-02. Diana and Jane had not yet agreed a time for her presentation. Diana needed to speak to Annette first. Action ongoing.

10. Action Mar 13-03. Patient Survey. See Matters Arising Paras. 12-14 below. Action closed.

11. Action Mar 13-04. Newsletter. See Paras. 32-33 below. Action closed.

4. Matters arising:

Patient survey

12. Teresa told the PPG that as the Practice would be moving clinical systems in July she did not think they would have time to run the paper-based patient survey in the surgery this summer. The online survey would run from April to December 2013.

13. She had considered asking the PPG to help with a 'mystery shopper' exercise but concern with this had been expressed by some practice staff. Instead she suggested that the PPG could act as Patient Champions and record some real-time feedback from patients in the surgery waiting room to complement the online survey. The opportunity could also be used to promote the work of the PPG. The PPG agreed to take part as follows:

Mon 13 May 1000-1200 Diana and Jane

Tues 4th June 1000-1200 Brian and Roy

Wed 3 July 1500-1700 Brian and Jenny

Action Apr 13-01 Teresa to structure some recording sheets for the Patient Champion exercise - by 13 May

Better Together

14. A number of PPG members said they had joined this CCG Patient Group but few had been able to attend the induction sessions yet. Roy agreed to be the PPG Better Together Champion and feed back to meetings.

Other matters arising

15. It was noted that the new Call 111 Service within Worcestershire was on hold for three months because of patient safety concerns. Patients are being re-directed to the old NHS Direct number and GP Out of Hours services. It was suggested that contact details for alternative services for patients should be made available on the AMP website.
16. Diana told the PPG that a launch date of 10th May for Healthwatch Worcestershire had been announced by the CCG, she would circulate the information to the PPG.

5. AoB Items

17. No AoB items were raised by members.

6. South Worcestershire PPG Network (was Patient Advisory Forum)

18. Brian circulated a summary of relevant points from the PPG Network Minutes. He told the meeting that there were two action points for PPGs:

- What does quality of services look like from a patient perspective?
- Why is it high quality?

19. It was agreed that AMP PPG should follow up the action; the list in the Network Meeting Minutes was suggested as a starting point.
20. Following David's resignation it was agreed that Roy should be the Deputy representative for AMP PPG at Network Meetings.
21. Brian commented that he was trying to get elected onto the Patient and Stakeholder Advisory Group PSAG.

Action Apr 13-02. All to consider the question 'What does quality of services look like from a patient perspective?' and send ideas to Jane by 8th May.

7. Report from the Practice Manager

22. Teresa told the PPG that the NHS Constitution had been published but would be revised in the light of the Francis Report. She would circulate it via Jane for PPG members to look at with a view to discussing patient expectations of the Practice at the next Meeting.

Action Apr 13-03. All to look at the NHS Constitution and come to the next meeting ready to discuss patient expectations of the Practice at the next Meeting.

8. Report from the GP Representative

23. Dr Grant reminded the PPG that on 1st April the bulk of the contractual arrangements for the Practice's services had now passed to the SW CCG and NHS England. Other services are still contracted by the local authority.
24. He told the PPG that one consequence of this was a change to the way that rent reimbursements are paid for Practices with PFI buildings. Whereas the rents remain due in advance, reimbursements are being changed from being paid in advance to being paid in arrears. This would cause Practices financial difficulty, especially during a time when efficiency savings are also being demanded of them.

25. Dr Grant also expressed a concern over the privatisation of profitable services, leaving the less profitable elements to public provision.
26. He also told the PPG that he had written to the CCG to express his concern that the level of unfilled nursing vacancies at Evesham Community Hospital would adversely affect clinical standards. Brian agreed to raise the issue at the PPG Network Meeting.

Action Apr 13-04 Brian/Roy to raise the issue of Evesham Community Hospital nursing staff levels at the next PPG Network Meeting.

9. AMP PPG Champions

Virtual Group

27. Diana told the meeting that she had had a disappointing response to her telephone survey of the Virtual Group. Only three had taken part.
28. Various measures to raise awareness of the PPG and Virtual Group were discussed. Teresa said she would put the email address on Facebook. It was also suggested that patients who had given the practice their mobile number could be texted with information about the PPG and Virtual Group, although Jane expressed reservations about whether that type of usage fell within the permission that patients had given for the use of their numbers.

PPG Presence on Practice Website

29. Jane proposed some improvements to the presence of the PPG on the Practice website:
- A list of the names of Officers.
 - The Meeting timetable
 - Meeting Agenda
 - The addition of some words inviting patients to raise questions or issues.

30. These were agreed.

10. Newsletter

31. Brian suggested that, rather than have a sub-committee, members should bring suggestions for the newsletter to PPG meetings.
32. He offered to draft articles

Dates of Future Meetings

33. The following dates were proposed for future meetings: 5th June, 4th Sept, 16th Oct.
34. The next meeting will be held on **Wednesday 5th June** at 6:30 in the Practice Common Room. Members are reminded to arrive before 6:30 p.m. when the doors will be locked.
35. There was no other business and the meeting rose at 8:10 p.m.

Actions

No.	Action	Owner	By	Status
Mar 13-01	Investigate automatically redirecting emails from patientparticipation@abbeymedical.com to Jane	Teresa		Completed
Mar 13-02	Agree with Diana a convenient time for her Expert Patient Guidance presentation.	Jane		Ongoing
Mar 13-03	Bring suggestions (and availability) for a suitable time to run the next Patient survey in the Practice to the next meeting.	All	Next Meeting	Closed
Mar 13-04	Come to the next meeting with ideas for the Newsletter	All	Next Meeting	Closed
Apr 13-01	Structure some recording sheets for the Patient Champion exercise	Teresa	By 13 May	New
Apr 13-02	Consider the question 'What does quality of services look like from a patient perspective?' and send ideas to Jane	All	By 8 May	New
Apr 13-03	Look at the NHS Constitution and come to the next meeting ready to discuss patient expectations of the Practice	All	Next Meeting	New
Apr 13-04	Raise the issue of Evesham Community Hospital nursing staff levels at the next PPG Network Meeting.	Brian/ Roy	Next PPG Network meeting	New

Signed as a true record

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Brian Palmer, Chairman

Date.....