

ABBAY MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

Meeting held on Wednesday 17th. July 2013

in the Practice Common Room

PRESENT

Brian Palmer (Chair)	Roy Caldwell
Jane Foster (Secretary)	Alyson Grout
Teresa Webb (Practice Manager)	Jenny Langley
Dr Irene Henry (GP Representative)	

APOLOGIES

Diana Cowan (Vice-Chair)	Sue Waters
Richard Allen (Business Manager)	Jeanette Barnes

DRAFT MINUTES

A. Welcome and apologies

1. Apologies were received as above.

B. Minutes of the Meeting held on 5th. June 2013 & review of Actions

No.	Action	Owner	By	Status
Jun 13-01	The Practice to review its the process for communicating with patients about prospective medication changes when branded medications come off licence or there is a switch in the supply of a generic drug.	Richard Teresa Jane	Sept meeting End July	Ongoing. See Para B1. Richard to implement Protocol. Teresa and Jane both to write to the patient concerned.
Jun 13-02	Write to the patient re medication change issue detailing the outcome of the meeting.	Jane	14 June	COMPLETED
Jun 13-03	Investigate the planning application(s) for the sites opposite AMP and make recommendations for action on behalf of the PPG	Roy	Next meeting	COMPLETED See Para. B2
Jun 13-04	Forward details of the telephone consultation issue raised by a virtual PPG member to Richard	Diana	14 June	TBC

Jun 13-05	Send items for the Newsletter to Jane	All	Next meeting	CLOSED. See Para. B3
Jul 13-01	Write to the patient who had requested a copy of a letter from the Head of the Ambulance Service detailing the outcome of this meeting.	Jane	End July	New
Jul 13-02	Investigate options to show patients where to stand in front of the dispensary to preserve other patients' confidentiality.	Teresa	Next meeting	New
Jul 13-03	Comments to Brian on the editorial for the next newsletter.	All	End July	New

1. Action Jun 13-01 - Teresa told the PPG that the process for communicating medication changes to patients had been discussed at a recent Practice Business Meeting. It had been agreed that verbal guidance on generic medicines should be given to patients by the pharmacy staff as well as a letter from the Practice. This had been implemented immediately. Richard Allen is drawing up a protocol for the dispensary. It was also agreed that information about the prescribing policy as it relates to generic medicines should be made available through the AMP website in a dedicated area on patient .co.uk. Brian proposed an article in the Practice newsletter. Teresa said she would write to the patient who had raised the issue recently, on behalf of the Practice. Jane said that she would also write on behalf of the PPG to let the patient know the outcome of the meeting. Action ongoing.
2. Action Jun 13-03. Roy told the PPG that the second planning application for the site opposite the surgery had been refused. Action completed.
3. Action Jun 13-05 No items had been submitted for the newsletter Action closed.

C. Correspondence/AoB:

Ambulances to A&E - 'out of county' issues

1. Jane said that she had received another letter from the patient who had previously complained about the ambulance service refusing to take him to Cheltenham Hospital (October 2012 PPG Minutes refer). The patient had asked for a copy of a letter from the Head of the Ambulance Service refuting the ambulance crews claims. Teresa said that the Practice did not have such a letter. The Head of the Ambulance Service's remarks had been referred to in another letter. She suggested that the patient write to the Head of the Ambulance Service direct to ask him to put their policy in writing. The PPG agreed that there was nothing more that they should do on this individual case.

Action Jul 13-01 Jane to write to the patient who had requested a copy of a letter from the Head of the Ambulance Service detailing the outcome of this meeting.

AoB

1. In response to a question from Brian about the forthcoming disruption to services as a result of the switch to the EMIS computer system, Teresa confirmed that notices were on the website as well as in the surgery.
2. Brian then raised the issue of the patient survey session that had been cancelled by the Practice. . It was agreed that this should be rescheduled for September. Brian told the meeting that he had had an AMP PPG poster made which could be used for such surveys. He suggested that the template for it could be shared with other PPGs.
3. Brian also raised the topic of the notice on the dispensary asking patients to stand back to respect other patients' confidentiality. He wondered whether some sort of tape or rope might be useful to show patients where to stand. Teresa agreed to investigate options.

Action Jul 13-01 Teresa to investigate options to show patients where to stand in front of the dispensary to preserve other patients' confidentiality.

4. Teresa told the PPG that a new Sainsbury's was being planned as part of a new development off Offenham Road. The plans include a locum-based GP service offering 8-8 care. She did not think that the service would pose a threat to AMP as it would serve a different need. The PPG agreed.

D. Report from the GP Representative

1. Dr Henry told the PPG about a number of recent and forthcoming staffing changes. A vacancy for a secretary in Reception had been advertised and filled internally. The resulting vacancy on Reception has now been advertised externally. The recently appointed part time Nurse Prescriber had decided not to stay, leaving a vacancy. This had coincided with a request from the current Practice Nurse Manager to return to a full time nursing post. The Practice has therefore advertised for a full time Nurse Manager with advanced prescribing skills. Finally, the Practice has advertised for a full time (4 days) salaried GP.
2. She also told the PPG that in the light of the Francis Report the Practice will be proactively 'Following the Patient Journey', for 30/40 of its most vulnerable patients. She highlighted some of the current areas of concern for the Practice which include not knowing which of their patients are being treated elsewhere including admission to hospital and not being told when patients are discharged or what medication they have been prescribed. The processes for referring patients to social services was also a concern now that these services are being taken over by the County Council.

E. South Worcestershire PPG Network and PSAG

1. Brian said that he had missed the last network meeting as the date had been changed at short notice. No Minutes had been issued yet. He will write to Tom Grove to chase them.

2. He told the PPG that the CCG may be able to fund the publication of Practice newsletters and other out of pocket expenses of PPG members as part of its commitment to furthering communication with patients.

F. Report from the Practice Manager

1. Teresa had asked for the new document 'A guide for working together- the Care Quality Commission and patient participation groups' to be circulated with the Agenda.
2. She said that the CQC had already made one visit to Worcestershire and that part of their remit when visiting Practices was to talk to members of PPGs and virtual groups. At Teresa's request both Brian and Jane agreed to be interviewed by the CQC if required. Brian offered to use his auditing skills to help the Practice prepare for a prospective CQC visit.
3. In response to a question from Aly, Teresa said she felt that the Practice was 50% prepared.
4. It was agreed that there should be a separate meeting on 16th October to discuss the CQC document.

G. AMP PPG Champions

1. Roy said he had attended an Independent Financial Review (IFR) meeting which had been largely ineffective because none of the clinicians had attended. Only one case could be dealt with. The meeting Secretary is to find out what had gone wrong.
2. Brian said that Helen Perry had recently circulated an email about 'Developing Community Hospitals in South Worcestershire' which includes the opportunity for patients to help shape services and invited all to contribute.
[.https://www.research.net/s/Developing-community-hospitals-in-south-Worcestershire](https://www.research.net/s/Developing-community-hospitals-in-south-Worcestershire)

H. Newsletter

1. Brian circulated a draft editorial for the next newsletter and invited the PPG to comment.

Action Jul 13-03 All to comment on the editorial for the next newsletter - to Brian by end July.

2. He said that he intended to have photos and brief biographies of the PPG on the next page. Other items will include an article about the EPP, a piece on generic medication and possibly one about the Community hospital.

Dates of Future Meetings

1. The following dates have been agreed for future meetings: 4th Sept, 16th Oct. The October meeting will be dedicated to a discussion of the CQC document.
2. The next meeting will be held on Wednesday 4th Sept at 6:30 in the Practice Common Room. Members are reminded to arrive before 6:30 p.m. when the doors will be locked.

3. There was no other business and the meeting rose at 8:05 p.m.

Signed as a true record

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Brian Palmer, Chairman

Date.....