MINUTES OF MEETING OF THE PATIENT PARTICIPATION GROUP AT SPINNEY BROOK MEDICAL CENTRE ON 11TH DECEMBER 2013 AT 6 PM

PRESENT; AFC, Practice Manager, FM, JH (members of the Practice Team), BN, PK, GL, PKn, AF,DM - Community Development Officer , Nene Valley Community Action

APOLOGIES; JC, IH*,* IS

AFC said that the GPs had been on a training day and were unable to attend, and that we would be joined by two members of the Practice Team.

AFC circulated draft terms of reference for the group, together with the Patient Reference Group Annual Reports 2012 and 2013, and a copy of the Patient Survey 2012 results.

DM introduced herself to the group, and explained her role as the local development officer for patient participation infrastructure in this area. The aim is to encourage the establishment of Patient Participation Groups across the East Northants area, which then feed information, views and ideas into the regular meetings of the East Northants Locality Patient Engagement Group. This Group, which includes members from the local Patient Participation Group, looks at a wide range of health issues affecting patients within the East Northants area, and in turn feeds in to the Nene Commissioning group.

DM gave examples of the types of feedback generated by PPGs, such as special equipment in the surgery so that deaf or blind patients are aware when they are called for their appointment on the screens, and evening appointments for working patients who find it difficult to attend in the day time. PPGs can also arrange for events and speakers to address patient groups, such as for those with diabetes and heart conditions. As a community group, it is possible to raise funds, where the Practice itself cannot, to provide additional equipment for the surgery, such as the blood pressure monitor recently installed in the reception area.

DM explained that the Local Patient Engagement Group, consisting of 9 surgeries in the district, would need a member from this group to attend meetings as a representative for patient’s voices to be heard through the steering group.

It was agreed that a Chairman and Secretary should be elected. PK was proposed and accepted as Chairman, BN Vice Chairman and GL Secretary.

DM noted that the group lacked young people, whose views were important, particularly for the future. It was pointed out that the Practice has links with the Children’s Centre, which may be a way to engage with the younger age group. PK asked if groups pick up from other patients and practices. AFC said that the Harborough Fields practice had produced an excellent patient survey which could be adapted for use by any practice, this is the Local Patient Engagement Group Survey and could be used with a note “with thanks to Harborough Fields Surgery”

At present, patient feedback goes no further than the Local Patient Engagement Group. Nene Commissioning is in the process of appointing a Locality Manager. Currently, Dr Bevan and the Practice Manager meet monthly with the 8 other practices of the Locality Group.

PK identified the way forward for the group, as follows;

Approval of the terms of reference

Identify means of communication to involve others, e.g. surgery website, through Surestart

Group to meet bi-monthly or quarterly

Round Robin emails to keep group members up to date

Invite a member from another PPG to give a talk and information, possibly Harborough Fields, Rushden

(AFC to contact and invite to next meeting)

DM said that she will be available to support the group until the end of March, when funding for her post ends, after which there will be one county wide representative.

Date of next meeting; Wednesday 22nd January 2014 6 pm at the Medical Centre.