

Park Lane Surgery

Minutes of the 3rd AGM of the Patients Participation Group (PPG)

27th March 2017 at 18:30

Present:-

Lesley Hutchinson

Alan Twaite

Caroline Fairhall

Anne Hallsworth

Sue Gaskin

Vic Bodsworth

Christine Hill

Darren Smith

Helena Church

Janet Dean

Sylvia Soar

Cathy Hall

Neil Roberts

Ged Potter

Dr Isobel Parkes - Partner of the Practice

Chris Fairhall

Apologies: Maggie Higginbotham

Minutes to Previous AGM

The Minutes of the last AGM were agreed – Proposed by Anne Hallsworth and Seconded by Christine Hill

Committee Member changes

Kate Andrews has resigned as a committee member

Group Activity Report

Alan Twaite's report had been circulated to members prior to the meeting and it was agreed to be a true reflection of the group's activities since the last AGM.

Elections

Ahead of any structured elections, Alan opened a discussion on the relevance of Executive Committee within the PPG as written into the existing Constitution.

Discussion supported the view that until now, practical experience has demonstrated

1. Park Lane Surgery has provided an excellent service to the practical satisfaction of the patients resulting in the absence of any non-clinical complaints directed to the PPG since its inception.
2. The previously small number of regular attending members of the Group has obviated the need to consider the relevance of the Group structure as outlined in the original adopted template Constitution.

In these circumstances, although the PPG regularly considers ways in which it can promote the best interests of both the patients and the Practice, essentially it adopts a reactive stance.

A consensus emerged that for good order the group should appoint as a minimum, a Chair and a Secretary to hold office for the period until the next AGM. Thereafter, as the group is now growing, it would be more practical for discussion to involve all within the group underpinned by the option to collectively appoint small task groups as the need arises taking best advantage

of relevant skills within the group. One small group, which might best be established in advance at each AGM, would receive any specific patient complaint while demonstrating a spirit of confidentiality.

Alan agreed to draft a change to the current constitution to embrace this approach for circulation and comment ahead of the next regular meeting when it could be formally adopted.

Alteration to Constitution – Clause 4

Instead of holding the AGM “in the month of November” it was unanimously agreed that it should be changed to “In the first quarter of each calendar year”.

Any Other Business

There was no other business.

The AGM closed at 7.30pm

Open Forum – Following on from PPG AGM held 27th March 2017

Alan Twaite put a question to Lesley Hutchinson and Dr. Parkes requesting how they would like the PPG to become involved in the coming year.

The flu clinics have been successful with PPG participation which has been recognised by both the doctors and staff of the practise.

AAA screening has also been a success and will continue.

Dr Parkes said she would be willing to do another melanoma clinic, but it was agreed this would be done on an appointment basis this time.

Lesley raised the issue that the NHS is bringing in extended opening hours i.e. before 8am and after 6.30pm. 8am to 8pm seven days a week. It is due to be in operation by 2019.

A survey will be sent requesting feedback from the patients.

Alan Twaite stated that our PPG were representative of an age group that need services. How can we hold on to what gave the practise the “Outstanding” award and not get sucked in with other groups that have not fared as well?

Dr Parkes highlighted the difficulties of the extended hours to Park Lane as she felt this would dilute the excellent care that the patients enjoy currently.

The idea is for a “Hub” of practises to work together, which in this case would be practises from Park Farm, Allestree, 2 from Mickleover and Mackworth. The idea would be that the patients could go to any of these practises to make an appointment for the extended hours, which ever was holding them on that day.

Logistically, the IT would need to be in place so that medical records could be called up. The patient would give his/her permission for access to the doctor.

Taking into consideration the number of patients at Allestree, the practise would have to provide 3 hours extra on the extended hours, and this would not necessarily be for Allestree patients, but would cater for all 5 practises in the “Hub”.

Lesley Hutchinson said that she will be sending a survey out to make patients realise that with the extended hours, they will not be able to see their doctor, it is an appointment with “a doctor” not “your doctor”.

Alan Twaite said that the vast majority of patients would like no change.

Lesley Hutchinson to brief us on developments from the NHS.

Lesley also advised that there is going to be more “Navigation” when patients ring for an appointment so that they can be seen by the most appropriate person, not necessarily a doctor.

She suggested the PPG got involved with producing a document from the patient’s perspective, advising how the surgery is going to change.

The group were appreciative of Dr Parkes attendance and would be grateful for further input on future meetings, which was agreed if her workload permitted.

A PPG suggestion box to be included in the surgery, with a possibility of a gmail account, but then it was muted that we do not meet often enough to monitor it. It is hard to communicate with patients and the Twitter account that had been set up has only 3% patient following and healthcare professional bodies for the remaining 97%.

Dr Parkes was very pleased with the “message in a bottle” which Sylvia Soar had introduced to the practice through the Lion’s Club, as it was being well used.

Dr Parkes also mentioned “Talking Points” which is where people can get together and talk to someone about various issues, and she would like to do one in the Allestree area.

Neil and Ged confirmed that the Diabetes Self Help group will meet on 25th April at 7.30 and then every subsequent 4th Tuesday of the month. Neil confirmed he would send bullet point information for Lesley to load onto the screen in the waiting room.

Alan Twaite suggested that we had task groups of 3 or 4 people to work on a project.

Allestree Patient Participation Group

Whatever the NHS decide to do we will challenge the areas in our own best interest.

The meeting closed at 8.20pm

Date of next meeting – Caroline to send out meeting tool with date options.