

Barbourne Health Centre PPG

Notes from the meeting held 26<sup>th</sup> November 2014

PPG Group	
Present	Julia Kimberley
Present	Alan Pattinson
Apologies	Alyson Pattinson
Present	Jenny Lockwood
Present	John Richards
Apologies	Neville Swanson
Present	Eileen Thomas
Present	Sandra Griffiths
Present	Lisa Louvain Practice Rep

1	<p><b>Welcome and Introductions</b> Eileen Thomas a new member was welcomed to the group</p>
2	<p><b>Apologies for absence</b> Alyson Pattinson and Neville Swanson</p>
3	<p><b>Kim Philpotts ANP Nurse to discuss her charity</b> Lisa gave Kim's apologies. LL said that Kim Philpotts to discuss fund raising for special needs children support group in Malvern currently running – similar to be set up in Worcester. Kim is seeking the PPG involvement in this project. Action Agenda February meeting</p>
4	<p><b>Review of notes and actions</b> Point 5 It had been recorded in the notes that the role of the PPG's had been diluted, further investigation revealed this information had been incorrect. JL queried the point made about private patients to be encouraged at the practice , LL confirmed that this was incorrect. LL from 1<sup>st</sup> December NHS England bringing in family and friends test – survey on practice sent electronically –one question set by NHS England and one other from the practice JL suggested “ what one thing would improve your experience?” Replies to practice survey have to be positive to count – Julie Kimberley suggested simply yes or no questions Electronic newsletters being sent out to patients Suggestion that charities and support groups information to be displayed in surgery</p>
5	<p><b>Draft Terms of Reference</b> JR suggested that the terms also contain a reference to a quorum. All agreed 5 PPG members make up a quorum</p>
6	<p><b>Patient Queries</b> JL has received some queries from patients.</p> <ol style="list-style-type: none"> <li>(1) Flu jabs – are patient reminders for the jab issued? LL confirmed that a text is sent, followed by an e mail (obviously only for patients with access to this technology) followed by a telephone call and letter if nil response. Patients need to ensure their contact information is up to date.</li> <li>(2) Over 75's – some confusion about what this means for patients, patients receive a named GP but not necessarily access to that GP, the named GP holds the</li> </ol>

	<p>responsibility for the management of that patient. LL said - Patients still have to use the appointment system i.e. join the 8am queue unless they have been assessed as at risk of an unplanned hospital admission; 2% of the practice patients are in this category and they have a phone line to an ANP, they have a care plan and they have access to telephone consultations and home visits. These patients are in all age groups.</p> <p>(3) GP's leaving the practice – JL said that those leaving through retirement were to be expected but concern expressed about two GP's leaving the practice who clearly are not of retirement age. LL – both decided to leave as other opportunities opened up for them, career moves. JR is reassured by this as change can be very unsettling for patients.</p>
7	<p><b>Update from Practice</b></p> <p>LL- there is an aim to make the practice a teaching practice which will involve students  Dr Kerry Walsh currently on maternity leave till August  Dr Serena Harborne joined the practice –  Other staff here: Sophie Henderson, Helen Thomas (lead) Anita, Hilary, Alex and Amanda P/T,  Bloods: Liz and Steph and other nurses take bloods. Steph is being trained up from a phlebotomist to a Health Care Assistant, which means that she will be able to undertake a wider range of clinical issues; Locums – we do have to employ a locum occasionally when we have GPs who are sick – such as over the Christmas period;  Reception and office staff mostly the same  2 new business apprentices starting in December  Sarah Payne is to manage the PPG, email any queries to her in advance of the meeting.  Practice currently has 11,133 patients – all salaried doctors – no locums  Call to make practice more community friendly – volunteers to do garden borders in car parks – bring in a plant week – fund raising activities for charities  thanks given to Lisa for update on practice</p>
8	<p><b>Update from PPG network</b></p> <p>111 system still working very efficiently. The acute hospital situation is under review and change will occur over the next few years.</p>
9	<p><b>Local/ national NHS issues of concern</b></p> <p>None expressed</p>
10	<p><b>Any Urgent Business</b></p> <p>none</p>

Dates of future meetings

Weds 25<sup>th</sup> February 2015

Weds 20<sup>th</sup> May 2015

Weds 19<sup>th</sup> August 2015