

Abbey Patient Participation Group Minutes

May 16, 2018, 6.30pm

Present: Richard Hepple, Joy Stevenson, Lucy Morrow, Jean Reid, Thelma Hembury, Christine Tyldesley, Sue McNab, Chris Barnatt, Dr Joanne Taplin

Apologies for absence: Gerry Coppel, Jean Yarnell, Mr Din, Debs Smith

Sue McNab introduced a new younger member Lucy Morrow who was welcomed by the group.

Minutes of the last meeting: Agreed

Matters arising: Joy said Jean Yarnell had been in and thinned out the books to save them being thrown around. One of the chairs had been damaged again and Steve the caretaker had mended it. Joy said it was hard for staff to constantly keep an eye on the corner and proposed a new poster which will warn parents that if they do not supervise their children when using the corner then it will have to go.

West End update: Joy said despite being put under the management of a company that runs three other surgeries in the area, the surgery would be closing on June 22. All other nearby surgeries have been asked to take on a number of the 3,000-plus West End patients. Abbey, which previously had 5,180 patients, has been asked to take on up to 200 and so far has registered 83. The majority of West End patients are from the Beeston central and Chilwell areas and are expected to register with surgeries closer to them.

Golden Years Funds: Thanks to donations and a raffle, there is still £143.70 in this fund. Unfortunately, now that the surgery is open to patients every day from 8am to 6.30pm, it will no longer be possible to stage Thursday afternoon events in the waiting room. Sue suggested perhaps trying to help a different age group, such as young families. On the suggestion of Dr Taplin, she will contact the family support worker at Beeston Fields Nursery and Primary School, Kathy Jackson, and see if she has any ideas.

Patient Reference Group report: Richard Hepple said that in April the PRG had a development meeting and were told they were under new management. Nottm West CCG is joining with 4 others which will take it back to being an almost county sized health authority. Richard outlined the concern that PRG members have that patients will no longer have a voice. Citizens Advisory Group meetings keep being cancelled and the patient survey has been put on hold. At least one member of the PRG has already resigned. Nottm City CCG has asked a firm called Measured Evolutionary Learning to look at ways of giving patients representation in the new arrangement.

Richard reported that A&E at Nottm University Hospitals had been quieter since the Hospital documentary but Joy said there were times when trolleys are still queuing up. The Abbey surgery is constantly trying to encourage people not to automatically go to A&E when they could try the walk-in centres etc. Christine felt it was wrong to have closed the Stapleford walk-in centre but Joy said it was not used enough. In answer to suggestions by Lucy and Jean Reid, Joy said the surgery constantly reminded people via the tv screen in the surgery not to go to A&E unnecessarily and also had leaflets in the surgery.

Richard said all four CCGs in Greater Nottingham had reached the end of the financial year without overspending but had had to call on reserves of cash. The cancelling of non essential operations etc at QMC during the winter crisis had also helped.

Online access: Joy said the surgery was still 8% shy of the 25% target set for this year and will begin to lose funding if the target is not reached. Other practices in Nottm West CCG are reaching the target and Abbey is trying to find out why. Members suggested this was to do with having more poverty than other areas and Dr Taplin agreed but said this was no longer taken into account for funding etc. PPG members will try to come in and

encourage patients to sign up as online patients and Sue will discuss with Debs ideas of wider publicity.

General Data Protection Regulations 2018: There is a an article about this on the surgery website explaining the surgery's responsibility for the data it holds on patients and how important it is to protect the privacy of patients.

Carers: Receptionist Rebecca Credgington is now the Carers' Champion at the Abbey Medical Centre. All patients who are carers are given a carers' pack and on the first Monday of every month a representative from the Carers' Federation will be in the glass room to speak to anyone who wants to seek advice about personal issues.

Recruitment of members: The practice is in the middle of merging into a Facebook page to have a presence on social media. A sub-committee of Chris, Richard, Sue and Lucy will liaise with Debs about ideas to get out the message for patients to support their local practices.

Any Other Business: Dr Taplin said NHS England is looking at stopping prescriptions for medications easily obtained over the counter, such as Vitamin D, hay fever treatments and paracetamol. While some of these drugs cost a few pence in the shops, it costs the NHS up to 50p just to do the paperwork per prescription. Sue hoped the policy would not include some medication that can cost pounds over the counter.

Dates of next meetings: Thursday, July 12, at 1pm and Wednesday, September 19, at 6.30pm.