

Abbey Patient Participation Group annual general meeting Thursday, March 16, 2017, 1pm

Present: G.Din, Jean Reid, Christine Tyldesley, Jean Yarnell, Chris Barnatt, Dr Browne, Gerry Coppel, Sue McNab, Richard Hepple, Thelma Hembury and Debs Smith

Apologies for absence: Joy Stevenson

Virtual PPGs: Julie Bryant, Bryan Dawson and Michael Rich from the Saxon Cross PPG at Stapleford came to talk to us about how they had set up a virtual patient group for people who wanted to be involved but could not attend meetings. Bryan gave a detailed presentation about their email-based system which he felt worked and is pro-active. The virtual ppg has been set up a year and so far does not have an awful lot of response but it is felt that this will happen in time.

In a short discussion after the Saxon Cross people had been thanked and left, we agreed to set up a working group comprising Chris Barnatt and Richard.

Minutes of the last meeting: Agreed

Matters arising: The surgery passed the latest Mystery Shopper exercise.

Election of officers: Chris Barnatt was proposed by Sue as chairman and seconded by Gerry. Unanimously agreed. Sue McNab was proposed by Gerry as secretary, seconded by Chris Barnatt and unanimously agreed.

Patient Reference Group report: Richard Hepple said the Arriva contract for patient transport had been extended for 9 months but there are still problems. All contingency in the CCG budget had been spent a month previously but the CCG had managed to make savings and put £1.5m back in.

There had been a talk from a person in charge of strategy at several CCG's including Nottingham West, and it seems that in future these CCGS will make contracts with service providers on a joint basis.

There are now 14 pathways in Nottingham West regarding how treatment is delivered. These are new ways of providing services, mostly GP-initiated, and 11 of them are delivered by PICS, a private company with Dr Lim at the heart of it. Richard said people had been impressed when they visited PICS but wondered what would happen if Dr Lim leaves or if some other provider such as Virgin were to take it over. Dr Browne said with national initiatives there are issues regarding private NHS data being available to outside companies. On the issue of Sustainability and Transformation, Richard said 200 hospital beds in NUH would be closing to pay for it and there was no gap funding being made available.

Richard reported that Broxtowe Citizens' Advice Bureau has been working with the mental health charity MIND to train volunteers to work with people with mental health issues.

Sue asked on behalf of the PRG if we were taking part in the buddying system between GP practices and was told the Abbey surgery is buddies with the Oaks Medical Centre near Sainsbury's in Beeston.

Connecting with schools and colleges: Arising from a PPG networking event attended by Sue and Jean Yarnell, Sue wondered if we could try to engage with younger people to try and get younger members to our PPG. Chris Barnatt agreed at the last meeting to think about how we might do this and produced two poster ideas to put up in the surgery and possibly to circulate to schools and colleges in our area. It was agreed that Chris, Debs and Sue would liaise about this.

Any other business: Debs thanked members of the patient group who helped with the annual patient survey on behalf of the Nottingham West Clinical Commissioning Group. We completed our percentage figure of 250 surveys in one week. Members of the PPG at the same time handed out information about our online prescriptions and appointments service. This helped the surgery almost reach its target of 10% of patients signed up. However, this figure is rising to 20% next year so we must keep up the good work at every opportunity.

With money given to us in memory of a patient, the PPG aims to arrange another Golden Years event in the summer. Richard wondered if it would be possible to hold an outdoor event in the community garden next door to the surgery, He will find out details.

Debs said that the Care Quality Commission has decided to carry out inspections every year in 10% of the areas it covers. It had previously been thought that surgeries which achieved overall outstanding or good, which the Abbey did, would not be inspected again for five years.

Debs reported that new automatic sliding entrance doors were due to be fitted. A bid for money was submitted last April and the doors, costing around £8,000, received 100% funding from NHS England.

Dates of the next meetings: Wednesday, May 3, 6.30pm and Thursday, July 13, 1pm.