

Abbey Medical Centre Patient Participation Group

Minutes of meeting on July 20, 2017

Present: Chris Barnatt, Christine Tyldesley, Jean Yarnell, Gerry Coppel, Sue McNab, Mr Din, Joy Stevenson and Thelma Hembury.

Apologies for absence: Debs Smith, Jean Reid, Richard Hepple, Darren Bailey and Dr Brown.

Minutes of the last meeting: Agreed

Matters arising: Re encouraging younger members of the PPG it was agreed to contact schools and colleges in September. Mr Din could put up posters in the Beeston Muslim Centre.

Patient Reference Group: Sue presented Richard Hepple's comprehensive report on PRG meetings. Issues raised had included complaints about the non emergency ambulance transport system run by Arriva, which would have lost the contract but no other company is willing to take it on.

Re the NHS cyberattack in May, all 600 computers in the Nottm West Clinical Commissioning Group were turned off but only 28 were found to be infected. It was claimed that the CCG had no list of practice manager details on paper, but Debs had asked Joy to query this because both she and our senior partner Dr Browne were contacted on their private numbers.

Sustainability and Transformation Partnership: For commissioning purposes the four CCGs in South Notts (City, Nottm West, Nottm North and NorthEast and Rushcliffe) are merging under one chief officer. A financial recovery plan looks to save £44 across the four CCGS. Nottm west is expected to save £8.7m. There have been contacts with an American private health insurance company as to how these savings might be managed.

This led on to a public meeting held in Beeston by the Nottingham West Health Concern group at which speakers were NUH chief executive Peter Homa and former Nottm West clinical lead Dr Guy Mansford. Both Sue and Richard attended. Mr Homa said the current economic climate was the toughest the NHS had faced and STP aimed to create joined up services, which thought of patients and not the institutions. Re the private companies he said they have not been promised any financial gain and are presently working "for

free". Dr Mansford said there was a need to strengthen primary, community, social care and psychological services.

In a following PPG discussion, there were mixed views about how payments for services are structured. Sue said it did not seem fair that some people had to use money they had saved over the years to pay for care and some did not. Joy said the NHS did not have the money to keep paying for everyone.

Golden Years: Sue said a happy afternoon had been held in the surgery with the Beeston Ukulele Band, refreshments and a tai chi session with Richard Hepple. Unfortunately there were not so many people there as previously. In future, we will try and widen the publicity.

Future fund-raising: In previous years, the PPG has helped the surgery raise money for national charities, such as Breast Cancer Awareness and Movember, and we raised money to improve the children's corner in the surgery. Joy said the receptionists are trying to be more firm in preventing damage to the furniture, wall stickers and books children are doing under the noses of their responsible adults.

It was suggested this year we might raise money for the Lincs and Notts Air Ambulance with the usual tombola and coffee morning on November 1 and 2.

Any other business: Joy said the results of the patient survey had been pleasing, with Abbey coming seventh in notts.

Gerry asked about the new website and teething troubles, which Sue said Debs was ironing out.

Date of next Meetings: Wednesday, September 13, 6.30pm, and Thursday, November 16, 1pm.