

***Rosedean House Surgery Patient Participation Group
Minutes of the meeting held on 8th November 2012***

***Present : David Sheppard (DJS) Tony Reeves Jean Bailey Edna
Caddick Ruth Colrein Judy Davies Carol Jay Pam Jarvis Jackie Le
Brocq Sheila Mullins Vanessa Smith Liz Webb Sheila Wilson
Derris Watson County and Local Councillor
Joy Youart Managing Director Designate Kernow Clinical
Commissioning Group***

***Apologies : Mike Davies Tony Nelson Margaret Halliwell Shelagh
Laws Jacqui Smith Min Toms***

Introductions ;

All members introduced themselves and a new member Pam Jarvis was welcomed. DJS then explained the formation and ethos of the group and welcomed Joy Youart to the meeting and she gave details of the formation of the commissioning group and what stage it has reached. She explained that the PCT will be the statutory body until the 1st April 2013. There are 226 Commissioning Groups in total and they should all be live by April 2013. The Kernow Clinical Commissioning Group is in the first wave of those to put themselves forward for acceptance to the National Commissioning Board and they have had to prove that they are fit for purpose in 119 criteria areas, she is pleased with the progress being made and they hope to be accepted and authorised shortly. The governing body, of which, Joy Youart is Managing Director Designate includes six GP members from all over Cornwall, the East Cornwall representative is Dr. Ian Chorlton. The aim is to make the decision making process quicker and there will be more emphasis on input from local Doctors and local people to ensure that clinicians and the public work together to make best use of limited resources. The size of the commissioning group will give the safety of a larger group but the local input should help to ensure local needs are met.

A question was raised concerning the use of the local hospital rather than a trip to Derriford, and this is an example of how local input will be used to ascertain what is needed at the hospital at Liskeard. The manager of the hospital, Jo Beer, is to be asked to come to a future meeting of the group so that ideas can be put forward, it is a good time to be doing this in view of all the changes taking place.

DJS on behalf of everyone thanked Joy for coming to the meeting and she said how pleased she was to have been asked as any opportunity to speak to members of the public such as this helped her to understand peoples issues and how they can be dealt with most effectively.

Minutes of meeting held on 6th September 2012 :

These were signed as a true record.

Matters Arising :

Car Parking Charges : DJS met Sheryll Murray MP and whilst she was aware of a problem concerning parking charges she was not aware of how difficult it was for the patients at Rosedean, she will discuss the issue with the Council.

Patient Survey ; This is well underway and the results should be available by the next meeting.

Peoples Commissioning : The meeting was cancelled as very few people indicated that they wished to attend.

Invitation to Jeremy Hunt : A letter has been sent but no response has been received as yet.

AOB

Derris Watson spoke about the setting up of an umbrella group of representatives from PPG's in South East Cornwall and the meetings which had been held (notes from these meetings are attached to these minutes.) The first meeting on June 13th was well attended, including five members from the PPG at Rosedean, but subsequent meetings do not appear to have been publicised and the attendance was obviously not as good.

Ruth Colrein and Sheila Mullins have agreed to be the representatives from Rosedean at the next meeting and details of date, time and venue will be sent when available.

Provisional date of next meeting : 10th January 2013 @ 18.30

Patient Group Meeting – Liskeard

19th September 2012

Discussion points

- Something should be in place to oversee the work of the KCCG (Kernow Clinical Commissioning Group)
- The question arose as how people got to hear about LINK and Healthwatch.
- How will the group make decisions? Will matters to be taken forward be decided by a vote? [It was later decided that each practice group should only have one vote per practice]
- PPGs (Patient Participation Group) should look at the services that are provided by their surgeries and advise on design to fit with patient's needs.
- Margaret Hall showed the new patient appointment cards their PPG developed for the Torpoint surgery. The cards contained contact information relating to their PPG so that patients were aware the group existed.
- Notice boards in surgeries can be used to highlight PPGs.
 - **Ben to produce a poster/flier template for PPGs**
- The poster to include positive messages too
- When new questionnaires are produced they should include some reference back to the previous one to see if positive outcomes have been achieved
- Missed appointments in surgeries are becoming a major problem.
- What would be the best way of getting reminders for appointments out there?
- There was a suggestion that a survey be conducted to include the issue of missed appointments – "Have you ever missed an appointment? What was the reason?"
- Issues with prescriptions – size of writing, lines in between etc.
 - **BM to enquire who to speak to about amending prescriptions**
- The structure of the group was discussed. Does the group want to be self-supporting or facilitated?
- What is the remit for the group? – what can each group bring to the meetings? The group can be used to facilitate the sharing of ideas.
- Need to discuss what the group would like to see going upwards
- Next meeting to be arranged for mid-October.

Patient Participation South East Cornwall Structural Proposals

There should be an agenda issued well in advance of the meeting to allow discussion at surgery groups with views brought to umbrella group

It was hoped that the Locality Group would continue to support the umbrella group both financially by paying for room hire and refreshments and by a staff member to help with admin and facilitation (probably 1 day per month)

Umbrella group to elect a Chairman. If voting required on any issue each surgery to have 1 vote and a simple majority would make the decision

Aims

To act as consultees for the Locality Group where patients opinion is sought.

To share ideas amongst the surgeries and with the Locality Group

To share good practice

To support each other to develop as effective PPGs

To raise issues and if they are common across the surgeries take them to the Locality Group. Individual issues should be taken up with the manager of the practice concerned

Notes from the meeting of representative of SE Cornwall PPGs on 17th October 2012

Present D Watson, B Willoughby, M Hall, M Parker, C Isaac and P Lobb representing Millbook, Rame and Pensilva .

Notes from the 19th September were agreed as a fair record of that meeting together with the structural proposals submitted to the Locality group.

There was disappointment at the numbers attending and members questioned whether perhaps there had not been sufficient time for the dissemination of the date to other PPGs or whether the problem was lack of buy-in from the other surgeries. They were all keen to see a further attempt to pull an umbrella group together.

Pensilva reported that members of their PPG had volunteered at the Flu Vaccination clinic

For the future it was decided that we needed to make better connections (unfortunately the email contact list from the very first meeting had been lost) and build our own contact list rather than continuing to rely on Practice Managers to pass on details. **DW to email PMs for dates on PPG meetings and ask for permission for someone to attend**

It was decided to try one more meeting but to hold it in the New Year in order for the news to be cascaded down to other groups. **DW to try to book room for 16th Jan**

The meeting closed at 3.30