

Prices Mill Patient Participation Group

Minutes of the meeting 20th November 2014

Present: Sally Millet, Liz Green, Paul Young, Betty Young, Marilyn Miles, Kate Kay, Ginny Meikle, Aileen Bennett, Alison Anderson

Apologies: John Miles, Richard Easthope, Dr Ros Mulhall

1. Minutes and Matters Arising.

Minutes of last meeting agreed. Pharmacy manager off long term sick, agreed to ask her to attend meeting when she has returned to work. Alison to check phlebotomy appointments now available to book online.

2. CQC Ranking

It was announced this week that CQC had ranked all GP practices in England. Alison reported that practices were ranked 1-6, with one being highest risk and highest priority for CQC inspections. Prices Mill had achieved a ranking of 6, the lowest risk, best possible ranking. The ranking was based on publically available information and there had been no practice visit or assessment by CQC.

3. Family and Friends Test

Alison explained this to the group and the methods that Prices Mill would be using from 1st December 2014 to get feedback from service users.

4. Building Works

Alison outlined the programme of works to provide additional admin and clinical space. Hope to attract more services to Prices Mill Surgery. Suggestions from group included:

- Hearing aid service
- Podiatry
- Carers Support

Betty mentioned improvements to access for wheelchair users could be considered at front entrance. Any other suggestions to Alison please.

5. Newsletter

Alison distributed copies of latest newsletter which will be added to website and sent by email to subscribers. Other suggestions for distribution via Lloyd pharmacies. Alison to email version to all PPG members.

6. Patient Feedback via Marilyn.

Summary sheets circulated prior to meeting. Alison to circulate one previously received from Marilyn with minutes of meeting. Some feedback relates to lack of understanding about processes or available services from the practice so to improve communication, Marilyn and Alison to meet in the New Year to provide newsletter for residents responding to some key points. Nailsworth news suggested as a good option for sharing news with the local community. Articles from the practice submitted for next newsletter and Alison will try to send a regular piece from the practice. Discussion related to services provided by sheltered housing complexes, recent changes and misconceptions about the level of support provided for residents.

7. Befriending Service

Marilyn reporting funding towards a local service being explored via Cllr Sally Thorpe. Aileen explained such as service has been operating in Minchinhampton for some time. Kate to write letter of support for the initiative on behalf of the PPG. Other local services discussed briefly including The Silver Line helpline for older people.

8. Social Prescribing

Discussion in relation to social prescribing and opportunities for developing this and raising awareness of this locally.

9. Healthwatch and Discharge from Hospital

Concern expressed by a number of members about discharge of patients from hospital without the necessary level of support provided. This included examples of patients being discharged home at 3am. Alison explained that CCG

are aware of concerns and there is a reporting mechanism in place for primary care teams to feedback concerns. Healthwatch currently collecting feedback from primary care about the problems experienced. Kate to write a letter from PPG to Healthwatch expressing concerns. Dr Meikle reported a new initiative starting from December putting in rapid response team intensive support to try to avoid the need for some hospital admissions in the first place.

10. Equipment

Liz explained that she knew of a lift and buggies no longer needed and asked for ideas about how to pass onto someone who may have use for them. Pros and cons debated and suggestions included Red Cross.

11. Patient Transport

Feedback regarding patient transport raised by Kate who had been informed that Healthwatch were involved in looking into this. A couple of examples given. Alison to circulate Arriva transport patient information leaflet with minutes of meeting so that the group could see the level of service commissioned by the CCG. Patients don't pay for this service but criteria apply. Aileen reported that Minchinhampton PPG have set up a patient transport service locally. Liz agreed to discuss with practice manager and/or PPG from Minchinhampton to find out how they manage this and feedback. Aileen agreed to give Alison a list of local transport services which may be of use to patients.

12. Arkell Centre

Sally raised question of possibility of offering some services from the centre such as flu jabs or even surgeries. Dr Meikle reported that this had been explored previously. Flu jabs may be a possibility next year but for most other services access to patient record and confidential setting were key criteria which the Arkell Centre couldn't provide. Alison is due to meet with Cllr Anne Elliott next week to see facilities and discuss. Exercise on prescription suggested but referrals to selected commissioned services the only option at present.

13. Mental Health Services

Group keen to explore feedback from Practice staff and patients to identify any gaps in mental health service provision locally. For further more detailed discussion at next meeting.

14. Support for Carers

A number of support services discussed. Aileen and Marilyn to discuss at Arkell Centre multi-agency meeting and feedback to group.

15. 2015 Meeting Dates (All at 7pm at Prices Mill Surgery)

Thursday 19th February

Thursday 21st May

Thursday 3rd September

Thursday 19th November

16. Agenda Items for Next Meeting

- Mental Health
- Pharmacy
- Carers
- Befriending