

## Staffa Health Patient Participation Group (PPG)

**Minutes of the Meeting held on 31<sup>st</sup> July 2014 from 2.30-4.00 pm**

ITEM	DETAILS	ACTION
<b>Attended</b>	Cllr Deborah Watson (DW)(Chair), John Allsop (JA), Hazelle Bruce-Ewen (HB-E), Ruth Burrows (RB), Ruth Cater (RC) (Practice Manager), Shirley Cutts (SC), Stephen Fox (SF), Paul Gadsden, (PG) (GP), Mary Hellen (MH), Roderick Hellen (RH), Mary Kendall (MK)	
<b>Apologies</b>	Angela Ashmore, Patricia Marrow	
<b>Distribution</b>	As Above + Website + Natalie Hallett (NH)	
<b>Welcome</b>	DW welcomed everyone to the meeting, introductions round the table for new members.	
<b>Minutes of Previous Meeting</b>	Minutes from 5 <sup>th</sup> June 2014 were circulated at the meeting. The minutes were unanimously agreed as a true record.	<b>All</b>
<b>Matters Arising</b>	<p><b>Heading</b> – description of discussion</p> <p><b>The committees and membership of Hardwick CCG</b> -A paper was circulated</p> <p><b>Patient Stories</b> -Gill Orwin’s telephone number was shared with group members</p> <p><b>Confidentiality</b> – feedback was given by PG, indicating that the structure of the reception area at Pilsley surgery was being reviewed to aid with this issue</p>	
<b>Feedback from other meetings</b>	<p>SC gave feedback from the Hardwick CCG Lay Representative Group, the Hardwick CCG Commissioning Delivery Group and the 21st Century Group. A copy of the feedback was circulated at the meeting. Headlines are:</p> <ul style="list-style-type: none"> <li>• East Midlands Ambulance Service – update on their improving performance, changed management structure and collaborative working with other professional groups.</li> <li>• The drive by the CCG to reduce emergency admissions to hospital</li> <li>• The continued use of the I I I service as a route to request repeat prescriptions</li> <li>• Work surrounding the development of Integrated Care throughout Derbyshire</li> </ul>	<b>SC</b>
<b>Update from GPs</b>	<p>PG attended the meeting to answer questions from the group and provide an update on activities within the practice.</p> <ul style="list-style-type: none"> <li>• Televisions in the surgeries was raised. The group were informed that the system at Tibshelf cost around £7,000 + an annual charge. Following discussion it was agreed that patient opinion should be sought from other surgeries regarding the appropriateness of installing the system in all surgeries. It was noted that 55% of Staffa patients are registered at Tibshelf.</li> <li>• SC asked for information regarding an Integrated Care Pilot which Staffa Health is involved in. PG informed the group that this is linked to the Virtual Ward system. The system is implemented 9-5 on weekdays, using appropriate members of the multi-disciplinary team and is aimed at preventing unnecessary admissions to hospital.</li> </ul>	
<b>Update from Practice Manager</b>	<p>RC was welcomed to the practice and to the group. She presented a briefing paper.</p> <ul style="list-style-type: none"> <li>• The group were informed that all <b>patients over 75 had been allocated a named GP</b> in line with government requirements. The practices approach to this was discussed and some potential improvements identified. It was agreed that specific issues would be discussed outside the meeting.</li> <li>• <b>Proactive care Enhanced Service</b> – This initiative is aimed at preventing emergency admissions to hospital. Details of the practice’s approach are in the paper, and discussion took place. It was acknowledged that this links with other initiatives, e.g. the Integrated Care Model.</li> </ul>	

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### Minutes of the Meeting held on 31st July 2014 from 2.30-4.00 pm *(continued)*

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<b>Update from Practice Manager (Continued)</b>	<ul style="list-style-type: none"> <li>• <b>Friends and Family Test</b> - Ways of implementing this test are included in the paper and were discussed by the group. It was suggested that a number of ways may be needed to capture opinions across a broad range of demographic groups.</li> <li>• <b>Patient Participation Enhanced Service</b> – this was also an independent agenda item, a paper being distributed by SC at the previous meeting. Discussion took place, with the group acknowledging that priority areas for development and action plans need to be identified.</li> </ul>	
<b>Integrated Care Video</b>	The group viewed the video on Hardwick CCG website which outlines their vision of how Integrated Care should be developed, some of which was discussed earlier in the meeting with PG.	
<b>Any Other Business</b>	MH raised the issue of the inappropriate siting of the antibacterial hand gel in the Tibshelf Surgery. It was agreed that it needed to be re-sited.	<b>RC</b>
<b>Date of Next Meeting(s)</b>	Thursdays at 2.30pm in the Health Education Room, Tibshelf on:- 25th September (AGM) and 4 <sup>th</sup> December 2014	