



Southend Patient Participation Group Forum

MINUTES

Thursday 21st April 2016 – 9.30 – 12.00noon
Board Room, Harcourt House

Attendees (in alphabetical order)

Majzoub Ali (MA)	PPG Representative, Westborough Road Health Centre
Loretta Andrews (LA)	PPG Representative, Thorpe Bay Surgery
Jenny Atkinson (JA)	PPG Representative, Dr Sathanandan's Practice
Carol Aylward (CA)	PPG Representative, St Luke's
Jenny Bailey (JB)	PPG Representative, Eastwood Group Practice
Nicola Brailey (NB)	PPG Representative, Scott Park Surgery
Sally Carr (SC)	Chair, PPG Representative, Thorpe Bay Surgery
Leanne Crabb (LC)	Healthwatch Engagement Officer
Rosa Goldwater (RG)	PPG Representative, West Road Surgery
Chris Gasper (CG)	Deputy Chair, PPG Representative, Central Surgery
May Hamilton (MH)	PPG Representative, St Luke's
Shurleea Harding (SH)	PPG Representative, Leigh Surgery
Betty Mashford (BM)	PPG Representative, Pall Mall Surgery
Bill Mead (BMe)	Healthwatch Volunteer
Kim Paterson (KP)	Family Action/Healthwatch Admin – Minute taker
Norman Traub (NT)	PPG Representative, Kent Elms Surgery

In Attendance:

Emma Tindall (ET)	Primary Care & Engagement Officer CCG
Sandra Allen (SA)	Cruse Bereavement Care
Joan Brown (JB)	Southend Carers

Item No.	Item Title	Action
1.	Welcome, apologies and declarations of interest	
1.1	Welcome to BM Healthwatch Volunteer and KP Admin Family Action/Healthwatch and person taking the minutes.	
1.2	Apologies had been received from Jim Clark (DR Velmurugan's Surgery).	
1.3	There was no declaration of interest.	
2.	Minutes of the PPGF meeting held 18th February 2016	
2.1	Minutes were reviewed and the following discrepancies note:- 3.1 Bill Glanville (Kent Elms) had given details about his surgery but these have not been included. 5.4 MA advised that he is still not happy with Healthwatch taking over the participation group and that this was not minuted in the last minutes and a count not recorded. SC and LC advised that the vote had been unanimous apart from MA and apologised this had not been recorded on the minutes and that these would be amended to show this. 7.3 MH asked if we had had confirmation if this had happened – SC confirmed that no confirmation had been received yet.	

2.2	<p>8.4 Shoebury Health Centre should have been an Agenda point for this meeting but has been omitted – SC apologised this had been missed off. ET suggested Ian Ross be invited to the next meeting to discuss. CG pointed out that this is the problem with 2 monthly meetings, this means that it will have been 4 months since an update on Shoebury has been heard. ET apologised and advised that there are lots of plans but nothing has been decided yet. There will be a patient meeting at the practice shortly and ET will circulate the date so anyone wishing to attend can.</p> <p>Everyone was reminded that if they have something to add to the agenda they need to let SC or LC have these, a draft Agenda will be circulated 3 weeks before the meeting date to give a chance of items being added. Going forward Minutes of the previous meeting will be circulated 2 weeks before the meeting to all practices.</p>	
3.3.1	<p>Brief update on new Healthwatch Southend Contract – LC</p> <p>The previous contract was owned by SAVS this contract came to an end at the end of March and they decided to not carry on the contract, Family Action were asked to take on the contract for the next 6 months. LC stressed that nothing has changed the phone numbers and address are the same and the support will be same as we had under SAVS.</p> <p>Family Action are a charity and have a large number of projects up and down the country, LC said Healthwatch are excited and feel this is a good thing. John is now no longer with Healthwatch, Jan Symmonds is now the Project Manager and Mandy O’Callaghan the Operational Manager, they are both Family Action staff.</p>	
4.4.1	<p>Review of PPG activity and meetings</p> <p>PPG Members shared their updates from their practice meetings</p> <ul style="list-style-type: none"> • Scott Park Surgery – NB Surgery runs well, trying to raise money for a defibrillator and requested advice on trying to open a bank account to put the money into, she is being told she has to open a business account is this right? ET said she was going to a meeting this afternoon and will speak to Nancy about this for NB and will email over the outcome. • Pall Mall – BM Had their meeting on Tuesday and have 4 new members who are quite lively, one in particular is very passionate and they unfortunately ran out of time to discuss everything. BM requested a copy of the Minutes going forward to ensure all points raised at the meeting can be highlighted. LC to invite one of the new members, BM to give the details to LC. Diabetic Day has been postponed to later in the year due to a new system being installed at the surgery. Cake sales are still happening. • Leigh Surgery – SH SH is a new patient who was given a free hand with the PPG at this surgery. SH has changed the waiting room around and the first meeting has been arranged for 1st May. SC welcomed SH to her first meeting. • St Lukes – MH Last meeting was on 15th March and this was the best meeting yet with 11 members and the practice manager present. Virgin have not taken over yet and no-one has heard from them. 	

	<p>ET advised that there has been contractual problems and is looking more like June. ET stressed that patient care has not changed and patients would not know about these problems. ET advised there will be no staff losses due to this change.</p> <ul style="list-style-type: none"> • West Road Surgery – RG Had their meeting 3 weeks ago and this was well attended. The Practice Manager attended and spoke about the surgery. Feedback on patient surveys is people are happy with the staff, they are a good team and respected. More doctors needed as this affects the ability to book appointments. Give out newsletters on the PPG in the surgery and also details about the PPG on prescriptions • Kent Elms Surgery – NT Their PPG meeting was cancelled last week. CQC had been into the surgery and asked PPG members to be there and reported that the surgery had received a good report, no problems on the professional side, just a problem relating to carpets. • Westborough Surgery – MA Last PPG meeting at the surgery was on 18th February so MA had to get a taxi from the Group Forum to that meeting and they have again arranged it for the same day as the Group Forum. MA questioned if the surgery were receiving copies of the PPGF minutes, they would then know not to book their meeting on the same day. SC advised that it should be the patient group deciding the best day for their meeting and not the surgery. MA gave details of DNA to the minute taker to be included with the minutes, MA has had difficulty getting this data due to special measures being put in place for the surgery. • Eastwood Surgery – JB Held their meeting last week, practice has a new website and this features the PPG details and the minutes will be attached here also. The practice has signed up for MJOG a texting service that reminds 24hrs before appointment and sends out reminders for flu jabs. JB is pleased that the practice are investing in the surgery. There have been concerns about the redevelopment of the surgery and patient confidentiality, a screen has now gone up after the PPG requested this. A GP and Nurse have left the practice but a new prescribing nurse will be starting soon. JB asked if the surgery had signed up for the A&E presentation direct booking – ET advised no. JB felt the practice was reluctant to give up 25 appointments a week – ET advised it is only 1 per day and yes the data is circulated about A&E. ET advised that closure of St Lukes had no impact on A&E which was a surprise to all. A new member had noticed the DNA figures last week and suggested this information should go in a local paper – SC advised there had been an article quite recently in The Echo about DNA at surgeries. Next meeting has been arranged for June. • Dr Sathanandan’s Practice – JA Had their meeting in March and discussed the results of the survey – 	
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5.4	Membership was agreed Accountability ET advised that PPEISG meetings will no longer have minutes just an action log. CG requested 'members' to be added to first point. Second point change the group to 'The PPG'	
5.5	Apart from this these were agreed. Meetings section agreed LC noted that minutes and agenda's will be circulated more timely going forward.	
5.6	ET has booked Harcourt House until August for these meetings – LC to speak to her manager about another venue going forward. Code of Conduct – agreed.	
6.	Cruse Bereavement Care – Sandra Allen	
6.1	Sandra gave an overview of what Cruse can offer and handed out leaflets and posters to be displayed in the surgeries raising awareness of their services. Work closely with Age Concern and the Samaritans.	
7.	PPGF Visit to NHS111 – CS	
7.1	CS distributed notes from the visit and it was agreed by all that went that this was a beneficial visit.	
8.	Southend Carers – Joan Brown	
8.1	Joan gave an overview of what Southend Carers can offer and gave out a bag of leaflets to be taken back to each service. Offer information, advice, counselling, training, peer support for unpaid carers aged 5 to 105. Young Carers – activities at the weekend Family Carers – sibling with a disability will offer family activities Young Adult Carers – 18 and over, new group Each Surgery should have a list of carers.	
9.	Update from PPEISG meeting – LC	
9.1	LC advised that the points she was going to make had already been brought up about St Luke's and GP contracts.	
10.	Friends & Family Test – LC	
10.1	Presentation was handed out – data covers 3 month period. Some surgeries are not recording/submitting data requested. BM – survey form at the surgery does not feel useable – ET advised this can be reworded, templates were circulated as suggestions to use. JB – not seen the survey at her surgery – will look into. MA – most people impression is that only complete once. LC – feels that all surgeries can do better and will keep an eye on the data going forward and thanked everyone whose surgeries were sending in the data.	
11.	Any Other Business	
11.1	LA – Tony O'Brian now retired so now no community geriatrician – this will need to be reappointed.	
11.2	MH – received a respiratory service questionnaire but can't find out where came from or who to give to – ET advised she needs to speak to Joanne Sprigit.	
11.3	JB – received an invite personally to attend the surgery for a check up and blood test – letter does not specify that the blood test is a fasting one, JB feels this could create confusion for patients booking blood tests.	
11.4	BM – Agenda item for next meeting – Government wanting to close pharmacists – it was agreed someone from NHS England be invited to the next meeting to discuss. ET advised there are no pharmacists closing in this area.	

11.5	MA – again expressed his feelings about not wanting Healthwatch Southend to be involved with the PPGF meetings.	
12.	Date of Next Meeting	
12.1	Group confirmed date of next meeting as 16 th June 2016 9.30 – 12noon at Harcourt House	
12.2	JB and LA advised they would be unable to attend – apologies recorded SC advised she may be late.	