

PPG MEETING 3rd May 2011

PRESENT: Pat Lunn, Ann Mack, Judith Clay, Gill Roberts, Wendy Riley, Bill Kirkland, Dan Zamoyski, Christine Crowther, Nick Derbyshire, Dr Lockhart

APOLOGIES: John Riley, Billie Reeves

MINUTES OF LAST MEETING 1st March 2011 Accepted with the following amendment: Apologies to Christine Crowther who was present but not recorded.

MATTERS ARISING:

Information Day: Chair will bring to next meeting list of available dates for Tues/Weds/Thurs evenings for Town Hall.

New Mum's Group: Now running Thursday mornings. Pat, Bill and Wendy can possibly be available to come along to speak to mums.

The Way Forward for our PPG: Discussion continued around requirements under CQC. For those not attending last meeting Nick suggested they look at www.cqc.org.uk

Although CQC had implied they would be flexible around GP practices, it was feared rather that they would be prescriptive. Group hoped they would focus on the outcome of processes rather than the processes themselves and queried the achievability of 'measurable health'. Nick attending meeting with BMA next week which he will report on at next meeting.

PAPER

Chair had précised a paper (Patient Participation Directed Enhanced Service) regarding a new service which the Practice has to provide and which ties in with requirements of CQC to some extent.

All practices are compelled to comply with the Equality Act when developing services and CQC and the requirements of the new enhanced service requires that the views of all user groups be sought and communication evidenced. The PPG/Practice should work together to undertake patient surveys, the results of which would be then reported to the Reference Group, this being a wider members group than the PPG. Extra funds are allocated to cover additional expenses of this work but funds only for two years.

Ways of identifying user groups and means of reflecting those opinions were discussed. Forms used in the surgery, for example new patient, travel, teenage health or carers questionnaires could all include a section inviting participation as well as regular items in the Newsletter. Nick's liaison with those people making complaints might be an opportunity. Reference Group not limited to patients. Liaison could include community interest and local support groups, for example Dan's Healthwatch, which is a national network of interest groups. Dan kindly offered for a speaker from Healthwatch to talk to the PPG.

Face to face, email, website and articles in the press and local circulars should be used to communicate. A suggestion that Derbyshire Observatory might be useful, a demographics database from last census. Dr Lockhart clarified that *appropriate* communication relevant to users needs to be demonstrated (for example use of translators where language barriers etc) and response/lack of response documented.

The survey deadline is 31.3.2012 with publication of the report 2013.

A press release in the Peak Advertiser to be considered along the lines of 'Your Surgery Needs You'.

It was agreed the next meeting should focus on the Information Day and the Reference Group.

DATE OF NEXT MEETING: JULY 5TH 2011 AT 6.30PM