

**Woodlands Patients Voice
Meeting Minutes**

Wednesday 10th May 2017

Present : Patients
Mick, David, Kay Y, Michael, Fiona

Practice Representatives
Patricia Brown (Practice Manager and PPG Secretary)
Dr Das (GP)

Apologies : Val, Fiona, Janet. Ann, Mary, Don, Kay W

1. Welcome and Introductions

Mick (Chair) opened the meeting.

2. Minutes of meeting 10th May 2017

Approved as a true record

3. Matters Arising

a) Notice Boards -

Woodlands housekeeping team had requested the small tables be removed from the lobby as leaflets were getting damp and were often blown all over the entrance area. To pass information to Val and Bob.

b) Patient Survey –

Thanks to Val for her feedback. Still to progress in practice – awaiting Dr Pound’s return from sick leave.

c) Outstanding CQC Result –

New signage sorted above the main entrance.

d) Citizens Reference Panel (CRP) Feedback –

In her CRP role, Val had organised for Locality Chairs to meet regularly as a sharing information forum. The first “introduction” meeting had been held at Brierley Park, with the next meeting on Monday at Woodlands.

e) Annual Complaints Review Meeting –

Fiona and Bob had represented WPV at the meeting. Fiona fed back that the complaints and been less weighty than last year, in significantly reduced numbers, that the complaints had been managed ensuring no further comeback and that issues raised within complaints had been resolved.

In response to complaints around appointments (and early assessment of the patient survey), a lot of work had occurred in the practice this year – eg. early workers appointments, increasing on line access to appointments and offering more telephone consultations. The practice had devised a flow chart for reception staff to offer all the options and the GPs had prepared a leaflet to issue to patients about the national issues around lack of funding and problems with GP recruitment, all of which are affecting appointment availability for all practices.

When asked if the complaints had all been valid, Fiona and Trish confirmed that all the complaints were relevant to the individual complainant.

The complaints review meeting had been held on the first day of Dr Pound's sick leave and because of the staffing issues this caused, GPs were not present for the whole meeting. Still to liaise with GPs (on Dr Pounds return) before Fiona/Bob can sign off the complaints for this year.

f) Building Extension -

Progressing – architects drawings being approved before going to planning.

4. Collaborative Initiatives

Help is needed for the next collaborative health event to be held on 1st July promoting local support services promoting self- help. Let Mick know if you can get involved – setting up tables, guiding guests along. Val, Bob, Mick, Trish and Don available so far. Trish to ask Susanna in the practice. The event will replicate an event at Brierley Park on Thursday 15th June. To arrange a planning meeting for those getting involved. Trish to establish how many tables the practice can provide.

5. Practice Update

Practices are under pressure to open 8 til 8 Monday to Friday and Saturday mornings. Under discussion. May all change on election day !

6. Citizens Reference Panel - feedback

Not covered in Val's absence.

7. Any Other Business

i) Health developments

Discussion around work underway by Deepmund and Watson/IBM working with anonymised data and artificial intelligence to improve health outcomes. Currently in use at London Free Hospital – kidney failure app already highlighting 11 patients a week before symptoms are showing. Kings Mill are already working with Pacemaker intelligence. Same principles could apply to other diseases. However, some charities and the Data Controller are both raising issues with accessing patient data. Group wondered if the practice are fed in to this type of work - but not aware of this as yet.

General discussion around recent breakthrough in stem cell/medications used for alternative disease (eg the use of Statins for Multiple Sclerosis) and recent press release around pain killers increasing the risk of heart attacks.

The practice confirmed they do use algorithms and charts to make local practice information more uniform and disease risk calculators are also used.

ii) Website

Group members report the look of the practice website has changed and caused some confusion. Kay reported that it is now not very easy to find the log in to on line services.

Trish confirmed that the website is hosted by a third party company and they regularly update the look of the website for all their customers to make sure the latest technology is applied and to keep it looking fresh. Will investigate in practice.

Trish asked if group members would rather meeting minutes were anonymised before they are uploaded to the website. There was general agreement that this is not necessary.

8. Date of next meeting - Wednesday 12th July 2017