

**Woodlands Patients Voice
Meeting Minutes**

Wednesday 14th September 2016

1. Welcome and Introductions

Mick (Chair) opened the meeting.

2. Minutes from 6th July approved.

3. Matters Arising

a) Annual Staff Awards

Three nominations had been submitted – SR (by practice) HW (by Care Homes) and PPG/Practice (by PPG). The awards form part of the CCG Annual Public Meeting next Thursday (September 22nd). If anyone is interested in attending – need to register before 16th September. VB to request feedback re the PPG's nomination.

b) Complaints Review

As discussed, via media screen, patients were being encouraged to comment on NHS Choices in a similar fashion to "Trip Advisor". Paper submission prepared for patients with no IT, available at reception, and three PPG members happy to provide their contact number (but no name) to support/upload on their behalf.

c) Mock CQC Visit

Some PPG members were in the practice for the visit. Whilst all found it interesting and informative, DD reports his surprise at how the team only skimmed the surface and VB was also pleased to see the positive outcome and an acknowledgement of what the practice has achieved. The practice has a "to do" list to work through as a result. High praise for SR's carers champion role, which had fed the nomination for the annual staff award.

d) Notice Boards

Kings Mill have not been sending resources as requested. VB chasing and contacting charities direct for resources. To arrange another day in practice for notice board management.

e) Seating - all agree this looks better. Some issues with the very right hand side where access to the call board can be restricted. PB to discuss with housekeeping. Otherwise – positive feedback. Discussed quote for chairs and the GPs suggestion to purchase four rather than the original eight. The group suggest enquiring about four chairs on a 30 day trial. Also suggest contacting other practices for details of their suppliers.

f) Teen Zone - VB and BS had tidied. EP (in practice) had monitored activity and reports area still used widely.

4. Joint initiatives with Brierley Park

MG, VB and PB attended last month's PPG meeting at Brierley Park on their invitation. They are keen for the two groups to work together, with social events with a health focus and patient education as priorities. They have a pre-diabetes condition education event already planned for October 27th and have allocated 15 places for Woodlands to take up. This would include an hour's presentation followed by Q & A with Dr Addis. PB will speak with GPs to identify appropriate and receptive patients to invite.

All in agreement that in principle, working together is a good idea. Some concerns raised about social events in that it can take hours and hours in the planning, for little reward. Agree to set up a small working group taking a step by step approach. MG to contact SW at Brierley Park.

5. Sustainability and Transformation Plan

DD reports that plans are to be announced in October and asked if the practice was aware of what is happening. Discussed a public engagement event on Financial Challenges – invitations passed around. Three of the events are local. General feel that decisions will already have been made and the consultation box needs ticking! Questions raised about where the Citizens Reference Panel (CRP) are in all of this as we have not received feedback or are aware of their involvement. VB will contact Julie Andrews re CRP involvement, though acknowledge there is a current vacancy for Ashfield North representation. No newsletters recently.

6. New medical processes and trails

DD asked how the practice kept up to date with advancements in medicine citing immunology and curative treatments for cancer as good examples and asked whether the practice got involved in clinical trials with Barts/UCL/Francis Crick Institute for example. PB advised that the GPs subscribe to a range of medical journals and are obliged to keep their educational standards and medical knowledge up to date and this is monitored through the GP Appraisal and Revalidation processes. Additionally, as a training practice, the young doctors coming through keep us all on our toes, with their appetite for learning and thirst for knowledge. Occasionally, we may get involved in health agency led trials (not private sector) or when patients have joined trials we may be asked for clinical reports.

7. Pharmaceuticals and financial gain

DD had read where some GPs have earned in excess of £100K from pharmaceutical trials, with many GPs (over 42%) refusing to disclose the information when requested, but PB stated the practice takes an ethical standpoint against getting involved with them at all, with the exception of buying products (eg flu vaccines). Not even seeing reps for free pens or post it notes and certainly not for financial gain.

8. Patient Survey

The survey is now available in the practice but poor uptake so far. Advertised on the media board. Still needs to uploading to the website. Group suggested that the clinicians hand out / the touch screen is disabled for one surgery a day so reception can hand directly to those patients / PPG

members promote the survey in the practice - please contact PB with availability. The survey is likely to run into October.

9. Presentation by Judith Whistler

Judith Whistler is from the Self Care Hub at Ashfield Health Village. She is requesting a ten minute slot on the agenda. The Self Care Hub aims to empower individuals and support them to take responsibility for their own health. Agreed and allocated 6pm on 9th November. MG to ask Judith if there is any information to circulate prior to the meeting.

10. Flu Clinic

Scheduled for Saturday 8th October from 9am to 12 noon, with two further clinic dates available. Vaccines have been delivered and appointments are being booked. Will also offer shingles to qualifying patients. There are issues with supplies of childhood influenza nasal spray, so separate clinics will be arranged once these are available. Thanks to BS, ML and DD who have volunteered to help – suggest they arrive between 8.30 and 8.45am and use the back entrance. Care Home flu vaccines will be delivered by the PN Team this year and in an effort to be time and resource efficient, they will take the opportunity to perform all applicable annual chronic disease reviews for these patients at the same time.

11. Any Other Business

i) Mental Health Support Group - KY provided a flyer for this group that is run under the Ashfield Voluntary Action umbrella and has recently returned to a Sutton venue. To pass to the GPs to share with patients; for waiting area and for inclusion in the next newsletter. KY will provide an electronic version.

ii) Christmas Food Bank - Discussed. Agreed to have collection bins in the practice for contributions of Christmas treats to deliver to the Magdalene Centre rather than make up our usual treat boxes. KY reports the food bank run and “extra’s table” for clients to pick an item for themselves.

iii) Expenses

None required

12. Next Meeting : Wednesday 9th November 6.00 - 7.00pm at Woodlands