**OLD SCHOOL SURGERY PATIENT PARTICIPATION GROUP MEETING**

**MONDAY 13TH JUNE 2016**

**MINUTES**

1. **Present :**  Katy Styles (KS), Katie Kinnersley (KK) & Janet Onslow (JO)
2. **Apologies:** Margaret Nevin
3. **Matters Arising:**

a) Patient Questionnaire results; KK reported that the results had demonstrated high patient satisfaction in all areas overall. The following recommendations and actions had been planned –

1. To look at improving telephone access
2. To look at appointment times and suitability for parents and working people.
3. Availability of appointments with “chosen” Nurse or GP
4. To continue to maintain a good standard of performance and continue to listen to our patients to meet their needs.

b) Parish Assembly: On 24th May 7.30pm KS attended the Chartham Parish Assembly at the Chartham Village Hall to represent our PPG group, explain our role and what we had been doing since we started up. She also tried to encourage greater participation in the village.

Details of what KS said is here and in the Parish Assembly minutes for 2016.

My name is Katy Styles; I am the Chair of the Old School Surgery’s Patient Participation Group.

From 1 April 2015, it was a contractual requirement for all English practices to form a patient participation group (PPG) during that year and to make reasonable efforts for this to be representative of the practice population. This can be done through a group or indeed through having a virtual patient participation group – who can respond via email or social media.

It was agreed that our PPG would now meet quarterly on the second Monday of the month. So meetings second Monday in June, September, December and March. Our next meeting is on June 13th at 7.30pm at the Surgery, if anyone is interested in attending.

The group represent the 5969 patients registered at the Old School Surgery, Bolts Hill.

Role of a PPG:

The beauty of PPGs is that there is no set way in which they work - the aims and work of each group entirely depends on local needs - but they have the aim of making sure that their practice puts the patient, and improving health, at the heart of everything it does.

In practice, PPGs can play a number of roles, including:

* Advising the practice on the patient perspective
* Organising health promotion events
* Communicating with the wider patient body
* Running volunteer services and support groups to meet local needs
* Carrying out research into the views of those who use the practice (and their carers)
* Influencing the practice or the wider NHS to improve commissioning
* Fundraising to improve the services provided by the practice

Things we have done over the past year:

Given out patients’ questionnaires to ask about ease of obtaining appointments, friendliness of staff, times of surgeries etc. The questionnaire responses are analysed and then reported on and feed back to the group. Changes are then made in partnership with the practice staff.

Patients’ representatives’ members from the group have influenced wider commissioning by attending Kent Community Healthcare Trust events, feeding into service reviews for things like wheelchairs to the local Commissioning Groups, engaging with Healthwatch, another public body who advocate on behalf of patients. Members have written to the hospital trust to clarify parking charges for carers. They have taken part in NHS England events on health care commissioning and end of life care, as part of NHS Citizen – another way in which patients’ voice were heard across the whole of NHS England.

As funding and commissioning for services with the NHS becomes increasing complicated it is important that the patient voice is heard at every opportunity both locally within the practice and more widely within the area and nationally. As important is the need carer’s voices to be heard.

As chair, I am hoping that we can be more visible as the PPG reaching out to patients, the carers and families through attending more local events, enabling more people and different groups to feed into the practice and enhance the patient experience.

c) CQC Inspection: On Thursday 2nd June 2016, Old School Surgery were inspected by the care Quality Commission (CQC). The written report will arrive in 5-6 weeks time.

d) Junior Doctors Strike: The Junior doctors will be voting on the new Contract that has recently been negotiated. The general feeling is that it will be rejected. The implication for General Practice is that the Government will be looking at their contract with GPs next.

1. **Patient Leads**: KS discussed the idea of introducing Patient Leads in certain medical conditions as potential contacts for support and advice in certain key conditions. This was felt to be a good idea provided great care was taken when selecting the appropriate people.
2. **Carers Week:** KS discussed the fact that this is “Carers Week” and “Volunteers Fortnight”. KS recently met with Justin Tomlinson, the Parliamentary Under Secretary of State for Disabled People and Barbara Keeley who is the Shadow Health Secretary and discussed the role of the carer and the need for them to have an adequate voice and to be valued and recognised appropriately. During a debate in the House of Commons, Barbara Keeley quoted KS and this has been recorded on Hansard.
3. **A.O.B:**
4. Healthwatch present in Canterbury – patient advocates kk given posters
5. “Change for Life” walks for health organised in Canterbury area. KK given posters to advertise**.**
6. Village Fete early September, PPG to have a stall with leaflets and flyers.

Date of Next Meeting Monday 12th September 2016 7.30pm