

Pleasley Surgery Patient Group

a voice for all patients of Pleasley Surgery



Minutes of the meeting held on 19th March 2018

Attendees: - RC – Chairman
CP – Vice Chairman
SC – Member
NW – Member
DM – Practice Manager
KW – Guest Speaker

Apologies: - HC – Member
PS – Member
KW – member

- 1. Notes of last meeting and matters arising** – The minutes of the last meeting on the 12th February 2018 were agreed as a true record.
- 2. Presentation.** The meeting was preceded with a presentation by our guest speaker KW on the background to Patient Participation Groups (PPGs) and their role.

KW made the following points:

- PPGs were originally established about ten years ago under voluntary arrangements before becoming compulsory a few years ago.
- As they developed they were encouraged to take a more proactive role, rather than relying on the practice to set agendas and lead the meetings.
- In 2015, guidance was issued by NHS setting out their core roles and functions.
- Their core roles can be summarised as (a) acting as communications channel between the community and the practice and providing a voice for patients in setting practice priorities and service provision, (b) assisting in assessing community needs to help improve the service and (c) helping to identify the community's health education needs so provision is appropriate and targeted to needs.
- *NB please note that the three above comprise the basis of our own PPG Development Plan as I used the 2015 CQC guidance to inform what our priorities should be. (NW)*
- KW outlined the data sources available to the PPG that can be used to hold the practice to account as a "critical friend". These include the annual patient survey data, Family & Friends returns, on-line feedback which can be used to identify trends.
- KW also said that Orchard also use ad-hoc opportunities to obtain feedback e.g. administering Family and Friends forms at clinics and helping patients fill them in at the time.
- KW advocated building up relationships with other PPGs and mentioned the quarterly PPG Chairs meeting.

- KW stressed the need to a strong relationship with the practice manager as this is a key role within the practice and influences many areas of communication and service provision.
 - KW suggested that themed community events e.g. on diabetes could be a good way of bringing different agencies and service providers together to show how services are better when integrated.
 - The Walking for Health group is a good example of community health promotion and engagement.
 - KW feels that PPGs are expected to do much more these days in acting as a critical friend, holding the practice to account and being more involved in data analysis and scrutiny. He mentioned the need to work together at the strategic level and the establishment of the "Better Together Partnership" involving the Mansfield & Ashfield CCG with the Newark & Sherwood CCG. (CCG is Care Commissioning Group).
 - The ultimate aim, from local PPGs to the more regional groupings, is to provide more joined-up services that will deliver better healthcare for all.
KW was thanked for his informative presentation.
3. Keith also advise that St Johns Church is now the central hub for organising help for the local homeless. CP volunteered to contact St Johns to investigate whether this maybe our charity of choice, to be discussed further at our next meeting.

4. Matters Arising:

RC spoke about the walking for health group and how the numbers have increased to more than 20 people attending the Wednesday walk.

From the previous meeting HC wondered about starting a 'befriending' group, this will be discussed in more detail, carried over to the next PPG meeting.

5. Any other business

DM reported the outcome of the long awaited CQC inspection, held on 20th February 2018. The official report has been released to the practice for comment before publication and the overall assessment is **"GOOD"**.

DM said that the practice was a little disappointed at this rating. However, PPG members felt that overall this was an excellent outcome and felt that the doctor and team should be congratulated on their achievement.

DM reported that there were a small number of issues that the CQC had identified but there were no surprises or serious issues and these would be addressed in due course.

A big thanks to Neil for preparing the meeting notes.

The meeting closed at 13.00.

The PSPG Development Plan – The plan is to be updated by RC, a copy is attached

Time and date of next meeting – 25th April 2018 at 11.30am