

HIGH FIELD SURGERY – PATIENT REFERENCE GROUP

Minutes of the Patient Reference Group held on Tuesday 10th May 2016 commencing at 6.30pm

Present: Chair - KB.
BA, CA, GB, LB, CG, MK, DM, GP, DP, LW

Practice Manager - Mike Holmes (MH)
Assistant Manager - Janet Towler (JET)

1. Apologies and Introduction

Apologies: TA, MA

Welcome was extended to new member – GP

2. Minutes

The minutes of the last meeting 12 January 2016 were approved.

3. Weekend Opening update

MH gave an explanation about the HUB and weekend access. Initially this was funded by the CCG as a pilot until 31st March 2016. NHS England are interested in the service and they have indicated a willingness to support the service for 4 years at a funding level to be confirmed, but less than the initial pilot. We are still awaiting contracts for this, the service is aiming to go live across all 37 West Leeds Practices, not just our original 12.

Following last meeting GB asked if there was a PPG for the weekend service, or if there was anything existing groups could do to help. MH advised practices happy to make this happen, when funding for service materialises.

KB to raise with CCG regarding a Weekend Service Patient Group or having a representative from other groups.

4. Patient Survey

MH had distributed the final draft of the patient survey having built in the thoughts and suggestions from the group. The aim is to run this for 4-6 weeks, in the surgery and via text messaging. The results would then be collated and fed back to the group.

GB asked about Services at the surgery. These are primary care services and would be looked at on a local basis.

GB asked about patients with visual impairment. We have, in the past, been proactive regarding all patient cohorts and would be again, although this had produced a low response rate. We welcome any suggestions to help with this.

The results and comments will be on the website.

5. Co-Commissioning

MH gave a brief summary of Co-commissioning. GPs' were contracted by NHS England to provide services. Under Co-commissioning responsibility for the GP Contract is shared jointly between NHS England and our CCG (Leeds West Clinical Commissioning Group). This prompted discussion about the perceived benefits, mainly more local control over the commissioning of services and what this may mean for patients, and indeed the influence of local participation groups.

The CCG has a Communications Team who will help promote patient feedback.

6. National Association of Patient Groups

The NAPG is a national body and has useful information on PPGs and how to help groups such as ours develop.

The group discussed some areas they suggest to help Practices thrive:

- Patient Survey: The PPG to help within the surgery. This is already underway. Discussed if group members would be willing to attend the practice to distribute surveys, promote the patient group etc. KB willing to give some time in June to help with this. MH to email the group to see if anyone willing to help out.
- Recruitment Representative: A PPG representative to be on interview panel for staff. Good debate around merits and potential issues. Question on training required. KB to obtain guidance on this. MH to raise with partners.
- Raising awareness of Public Health matters. Something the group may help with in the future, practice would support focus on areas, but would need volunteer help to man displays, leaflet sessions in waiting room etc.
- Resource library/centre: We use the website to signpost.

7. Any other business

Following input from the Group which has been incorporated, the new updated Practice Leaflet is being published.

8. Next Meeting

The date of the next meeting was arranged for Tuesday 13th September 2016.

KB thanked everyone for attending

The meeting closed at 7.30pm