

Notes of Whitwick Patient Participation Group 12th Aug.2013
(Actions in bold, issues since meeting in Red)

Date of next meeting **Monday 7th October 2pm, at the Loughborough Urgent Care Centre
Hospital Way Loughborough LE11 5JY**

Present: Lisa Ruivo, Stephen Fitchett, Roy Hill, Lou Carter,
Paul Siddals, Jenny Toal, Sumit Virmani, Sue Brown,
William Boyle

1. *Apologies.* Derek Howe and Karin Siddals.
2. *Notes of last meeting 6th June.* New members were introduced and welcomed.
3. *Practice Development (Stephen).* A new calling system is being introduced. Between notifying the next patient, it will display changing health information. It was agreed that the clinical advantages of displaying patients' names out-weighed any other concerns. Text reminders are to be offered for appointments, patients' email addresses will be collected and eventually electronic prescriptions will be introduced. Fewer notices are being displayed and health information folders are available in the waiting area (PPG minutes to be included). The website will be up-dated and will reflect the health information folder
4. *Membership.* **STEPHEN will send letters to patients likely to be interested.**
JENNY will contact Edward VII to see if any Yr.13 students/practice patients are interested in joining the group
5. *Loughborough Urgent Care Centre.* Katie Swinburn (manager) was unable to attend. There is still a lack of clarity about day time referrals. **Subsequent to the meeting Katie has offered (and we have accepted) to host our meeting at the Loughborough Urgent Care Centre, Hospital Way (off Epinal Way) LE11 5JY. In the course of our meeting we will be shown around the Urgent Care Centre.**
JENNY will arrange for her to attend our next meeting at the Urgent Care Centre.
6. *Out of hours treatment.* Currently, the practice phone number transfers callers to a triage system out of hours. Patients are guided to the Urgent Care Centre, A&E or advised to consult their GP later. The 111 number comes into service in September in our area. Concern was expressed about the introduction. **Since the meeting, Paul has been invited to a meeting about 111 introduction organised by the CCG Urgent Care Service Transition Programme Board on 11 September.**
PAUL will attend the 111 meeting.
7. *Displays, Notices, Pictures.* Stephen has set up new notice boards and the health information folder in the patient waiting area. Health displays and pictures were discussed **STEPHEN will attempt to borrow the display on Domestic violence from the District nurses, and investigate the purchase or loan of one or two pictures from the Thringstone Art Group.**
8. *Web site.* The NHS Choices website has a web page on Whitwick Health Centre that contains inaccurate information that Stephen has been unable to get changed. However it has a link to whitwickhealthcentre.co.uk, the website that the practice controls. Stephen is extending and improving our website to provide more health information, more PPG information, and collection of email addresses. Some members found booking prescriptions and appointments online difficult.
STEPHEN will investigate and discuss at next meeting.
9. *Health campaigns.* The practice promotes health campaigns through the website, the health information files and repeat prescription form. Breast-feeding will be first, followed by flue jabs. MMR was suggested but discounted as our MMR up-take is good and absentees are targeted.

10. *W Leics PPG Network*. Paul had circulated the notes of the meeting 13th June. Jenny reported that the CCG is training people to be Patient Advocates and installing “Listening booths” to discover patients’ experiences of health care.

PAUL will attend the next meeting on 17 September.

11. *Patient and Public Involvement Study*. It was agreed that we would participate in a survey on the effect and value of PPGs.

STEPHEN will arrange this.

12. *Patient survey*. Stephen is developing the next patient survey.

STEPHEN to circulate a draft before our next meeting for our views.

13. *Be Healthy Be Heard*. This is an excellent health magazine produced by the CCG that is available on line

STEPHEN will investigate if he can order hard copies for the waiting area.

14. *Expert Patient*. These courses help chronic patients to become experts in their own illness and optimise their health.

STEPHEN will discuss with Jane referring appropriate patients.

15. Issues for future discussion

- Well person clinics
- Picnic in the park next August
- Obesity
- Liaison with district nurses

PAUL will add to next agenda

16. Date of next meeting: **Mon 7th October 2013 2.pm. at the Loughborough Urgent Care Centre Hospital Way Loughborough LE11 5JY.**

LISA will post these minutes and next agenda to William Boyle

Terms of Reference

This PPG will:

1. contribute to practice decision-making and consult on service development and provision,
2. provide feedback on patients’ needs, concerns and interests,
3. challenge the practice constructively whenever necessary,
4. communicate information about the community which may affect health care,
5. give patients a voice in the organisation of their care,
6. promote good health and high levels of health literacy by encouraging and supporting activities within the practice and promoting preventive medicine,
7. influence the provision of secondary health care and social care locally,
8. give feedback to NHS trusts on consultations,
9. liaise with other PPG’s in the area