

MANSFIELD PARK PATIENT PARTICIPATION GROUP

MINUTES OF A MEETING HELD ON 21 JANUARY 2017 IN THE CHURCH HALL, FOUR MARKS

Present: Chris King-Smith Acting Chair
Louise Webb Deputy Practice Manager
12 Members of the Group, whose names were recorded
Apologies for absence were received from a number of members

Item 1 & 2 Welcome, Election of Chair

1. Chris King-Smith welcomed everyone to this first meeting of the Group. With the resignation of Tim Doel as Chair of the previous Patient Group Chris had been asked by the Practice to take over. In the absence of Tim at the beginning of the meeting, Chris agreed to continue as *de facto* Chair of the Group until the next meeting.

Item 3 and 4 Patient Participation Group (PPG) and Terms of Reference (TOR)

2. Chris explained that from April 2015 it has been a compulsory contract requirement for Practices to have a PPG and the Care Quality Commissioners (CQC) in their inspection and assessment of the Practice will expect to see the evidence for one. The Practice is not required under its Medical Services Contract to say how such a group should be run nor to report on its activities.
3. Chris spent some time consulting with other PPGs in the West Hants Clinical Commissioning Group (WHCCG) to determine an appropriate organisation and operation for this PPG. His conclusions were embodied in the TOR for the Group which the Practice had accepted and which had been circulated to all members. The Group operates independently of, but in sympathy with, the objectives of the Practice and has no executive authority over any aspect of the Practice administration.

Item 5 Patient Feedback

4. The Practice will use the Group to pass on information about changes in the Practice, as it cannot email patients directly. Likewise comments on Practice operation, of a non-personal nature, can be made by the Group. The ability of the Practice to react can be constrained by NHS contract terms. The point was made that there needs to be a link for PPGs to make representations into the NHS where such terms might not be in the patients' interest. Chris said that he was aware of initiatives by the WHCCG to ensure a better coordination of the views of PPGs.
Action: Chris to check on progress with WHCCG.

Item 6 'Health Awareness' Presentations

5. Based on his own experience and that from other PPGs Chris had submitted an outline proposal to the Practice for a programme of presentations by consultants. The aim would be to assist education of the public on a variety of 'self-help' health topics. These and the speakers would be decided by the Practice but the organisation, publicity and administration of each presentation would be done by the PPG.
6. The Practice supported such a venture. It already arranges a programme of presentations for clinical purposes and it might be possible, with appropriate

reworking, for these to be extended to the public. Involvement of other patient groups in the immediate area would be beneficial.

Action: Chris to send the proposal to the Boundaries Surgery to invite comments.

Item 7 WebGP Consultation

7. Louise explained that this was a web-based system allowing patients to make immediate enquiries by email, without the need to visit their GP. It will take some time to educate patients to use it to best effect. Chris had heard a presentation from another Practice in WHCCG where its proper use had saved GP contact hours.

Item 8 Any Other Business

8. Louise reported that on 4 February they would be interviewing 6 candidates to replace Drs Masters and Isbister, who were retiring in the summer.
9. Publicity in neighbouring village and parish magazines, as well as in the Practice, was needed to attract new members.

Action: Would members please forward contact details to Chris of their local (not Four Marks/Medstead) magazines.

10. After the meeting a member requested information on the status of the Audio Testing machines in the Practice.

Action: Chris to ask Louise

Item 9 Date of Next Meeting

11. Meetings at 3-monthly intervals would help maintain momentum and interest.
Possible dates are 15 or 22 April, same day/time/place as this meeting (tbc).
12. Inclusion of a short talk by an outside speaker might promote interest.
13. Members to advise the Chair of items they wish to see on a future agenda.

Chris King-Smith
Chair of PPG
23 January 17