

February PPG Group Meeting, Knebworth And Marymead Surgery

Date: Wed, 19 Feb 2014 19:00 - 20:15

Location: Marymead Surgery

Minute Taker: JEWITT JUSTIN

Attendees: Alison Seymour, Amanda Preece, Charlynn Parry, David Wilkinson, Dr Eckhart Loeffler, Graham Fothergill, Justin Jewitt, Ken Spooner, Roz Frampton, Sandra Butler, Rahul Shah, Tony Burkitt, Tony Stowe

No.	Tag	Title	Remark	Responsible	Due
1		Apologies	Abi Watkiss , Jan Burt, Christine Cobbold, Peter Grainger		
2		Declaration of interest	None		
3		Minutes of January meeting	Agreed		
4		Matters arising	<p>Taken in the agenda</p> <p>Kenneth Spooner was welcomed in to the Practice Manager post by the PPG. Ken has a background in the business; multi-national plc world until his early 30's then a software consultant for the finance industry. By his early 40's he was practice manager in Walton on Thames (24k patients) then at Radlett (20k patients) for 10 years.</p> <p>He wants the Practice to stabilise and then grow - and he will spend the next 1-2 months bedding in; however he is available any time to any member of the PPG who wishes to meet with him to talk over any aspect of the Practice; just call him for an appointment. His view of PPGs - it's the patients and doctors working together to improve services</p>		
5		CCG quality update	<p>1. Three deep dives, the major interest for our PPG is the dive on ENHerts Trus t- honest and open, with some excellent quality inspections of single wards (including trained patients as part of the inspection team). Still got challenges with stroke and cardiac care.</p> <p>2. Friends and family need to be reported on the front page of each provider, along with the latest CQC report.</p> <p>3. Future review - issue of release letters being sent to the appropriate doctor in primary care - not really an issue in our Practice(?).</p> <p>4. Outpatients cancellations not tracked - and the Quality Committee will investigate how to achieve a simple report to the GP and expose any excessive waits.</p> <p>5. A flowline for patient discharge to be undertaken by the Quality Committee - to identify why patients don't have a smooth experience</p>	All Agreed	
6	Action	Patient data release	<p>Delayed for 6 months. NHS might well pay the surgery to communicate to all its patients(?) otherwise we should try to communicate via the noticeboards, surgery leaflets and using patient email addresses - a non- partisan summary of the options for opting in or out of the release of patients data from the GP surgery and also the hospital (2 separate codes). Meanwhile could Graham please change February's newsletter slightly to reflect the inclusion of postcodes and DOB. . A debate took place about how to generate a patient email group that could carry the newsletter and other messages without too much trouble. Ken Spooner agreed to look into this possibility.</p>	Graham Fothergill, Ken Spooner	25/02/2014
7	Action	7. Telehealth update	<p>Almost half way through. Blood pressure cuffs have been abandoned. Patients seem to really like the service. Media coverage to be discussed by Rhul and Tony plus a charm offensive for the CCG. Graham offered to use his contacts with local media when the time comes.</p>	Rahul Shah, Tony Burkitt	26/02/2014

No.	Tag	Title	Remark	Responsible	Due
8	Action, Statement	Patient survey - full survey and nurse usage	Ken Spooner volunteered to check last year's survey in order to progress for this year. A full survey needs to be created over the next 2 weeks, using survey monkey, then implemented and put onto the website before 31/03/14	Ken Spooner	05/03/2014
9		NAPP position	Chairman and Secretary need to be appointed by the PPG at March meeting. Everyone should check out the website for the terms of reference and the surveys and resources that could become available to us. "Open day" tentatively planned for May 20th - agenda to be decided over the next month and agreed at March meeting . Hall needs to be booked, and email /newsletter for March needs to carry date, agenda and venue. Hospital personnel to attend, eg stroke, social services and other potentially interesting areas.		
10	Action	CCG PCG forum	JJ to circulate invite from Lynda . Volunteers needed to attend on 13/03	Justin Jewitt	19/02/2014
11	Action, Letter Draft	Content of March nesletter	Item on May Open Evening Patient data update Any other items please write into JJ or GF	All Agreed	18/03/2014
12		Date of next meeting	18/03/14 Knebworth 7pm - 8pm		