

tvhPPG

**Tamar Valley Health
Patients' Group**



NOTES OF PPG MEETING 17.10.18

PPG Attending: 6 members
TVH Practice Attending: 1 member
Apologies: 6 apologies

AGENDA:

- 1a. Minutes of last meeting**
- 1b. Update from The Practice representative**
- 2. Organisation structure of PPG**
- 3. Data Analysis: Insight Data, patient survey, DNA analysis**
- 4. Report on Prostate Group**
- 5. Directory Development – Please bring ideas to contribute**
- 6. A.O.B.**
- 7. Date /time of next meeting**

1a: MINUTES

The MINUTES of the meeting of 5/09/18 were approved. Matters arising included an enquiry as to the status of a widely circulated Pharmacy4U leaflet which was explained as being a private provider such as Lloyds. All the local providers including the Practice pharmacy offer delivery services.

1b: UPDATE FROM THE PRACTICE

It was reported that the Prostate Support Group had been a great success in this practice. A national Allied Professions Day initiative included a bus touring Cornwall promoting the services of those many important roles other than G.Ps working in practices. There is a national shortage of such professionals who work in GP practices and this is part of a national recognition of their value.

Two members of the Practice staff were away at a national conference and there were longer term staffing role issues under review due to changes in the near future. Views of the CQC who had found the management structure complicated would be borne in mind. The (local) CQC will probably be given more local responsibility for allocation of resources under a current review, rather than NHS England.

RESOLUTION 1

The invitation to promote the PPG through the Practice website by publicising the minutes was proposed and accepted. It was agreed that privacy and data protection issues would require different formats for minutes for the website, eg. use of initials and/or third person reporting for the online version.

2. ORGANISATION AND STRUCTURE OF THE PPG

The sterling work undertaken by two valued current members in running the PPG in the past was acknowledged. The Chairman led the group through his proposals for the formalisation of the current group.

RESOLUTION 2

It was approved that Chris Greensted would continue as Chair and Martin Clark as the Secretary who would also oversee the bank account (as Treasurer). The Publicity Officer had agreed to continue her important work and the former Chair accepted a request to fulfil an 'Information Brief' which members appreciated. Another member who has supported the Prostate Support initiative from the start agreed to represent that group.

RESOLUTION 3: It was approved that 3 nominated members act as bank account signatories on the new committee.

RESOLUTION 4: REGISTER OF ASSETS

The 'assets' of the tvhPPG were outlined as follows: A 'pop-up banner' as used in Honey Fair, 1x large tablecloth with logo, Digital Projector and Screen kept at the Practice. These were agreed to form the proposed REGISTER OF ASSETS.

RESOLUTION 5: That two people should be involved in checking all materials for public dissemination, ie. one preparing and another proof-reading. (The minutes already involve such a check but also have the oversight of the PPG group).

AGREED.

Another representative was invited to join the previous Chair in attending the Umbrella Group on which he will continue. Other members will be invited through these minutes, there being no volunteer at present.

RESOLUTION 6: it was proposed that the Umbrella Group minutes be a standing item for the PPG meetings. **AGREED.**

3. DATA ANALYSIS

A report was given on the DNA (Did not attend) data for the practice. The largest number involved appointments with healthcare assistants, phlebotomist and the Practice Nurse across all age groups and not the G.P's. Reasons are unknown but it was noted that frequently they involved appointments which were generally long, eg. involving dressings. It was suggested that enquiries are made of the non-attenders to avoid wasting significant time. The Nurse Practitioner (new in post) to be asked for her insights on this.

Patient Surveys had examined what online services were offered, what else did they do, what alternative actions taken. Qualitative answers proved more effective than YES/NO format. Reference 2 handouts attached.

INSIGHT data: It was considered that our data is already out of date. We need to get full results out as soon as possible after publication.

The Practice reported: The standard of care in Cornwall is good overall in comparison with other areas. The PPG's appreciation of this Practice was agreed and minuted. Scores are very high for County and this Practice in delivering and maintaining care at a high standard. For the third year we have achieved 100% of the quality outcomes. Partners took staff out to thank them last week. A new staff member reported how supportive her induction had been. It was agreed that a further report be made when the Insight data appears and at other times when relevant data becomes available.

4: PROSTATE SUPPORT GROUP

The Practice was thanked for their support hosting and contributing. It had been a full meeting and all attendees were open and honest in presenting when invited to contribute. See attached report with feedback.

Questions arising:

The group has been offered £100 initial funding for start up activities. Could it be part of the PPG account rather than a separate account?

RESOLUTION 7: It was **AGREED** that this should be one line of the overall PPG account.

RESOLUTION 8: If the group grows it will be necessary to hire somewhere with tea/coffee facilities. The Town Hall was suggested but it was **AGREED** that we continue as now for three months and then review.

Re marketing query – 20 came from a local potential of 200 patients. Some of the 20 were from further afield, even the Plymouth Group. The practice will advertise to our patients again for the December meeting for which it is aimed to have a speaker.

A name for the group to be created by that group and speakers list and topics to follow. Other support groups can be developed in the future.

The PPG was formally thanked for this successful initiative on behalf of the Practice.

5: DIRECTORY

It was agreed to investigate and coordinate others in helping on this joint and ongoing project. It was advised to put the information together for LINK AGE UK to process. Currently there are just two entries for Callington. Several members contributed suitable information re group activities to this end.

6: A.O.B.

A new member presented difficulties with system one, our Practice online access system. This will be logged as an issue and our IT manager will be consulted once written details of the problems were provided. Patients could be surveyed. This should be an item for the next meeting.

7: DAY, DATE AND TIME of next Meeting

Please note the next meeting has to fall on a Tuesday due to other constraints on the usual Wednesday slot: **TUESDAY 4TH.DECEMBER AT 6.30 pm.** Agenda as follows:

- 1. Minutes of last meeting**
- 2. Update from the Practice**
- 3. Report on Prostate Group**
- 4. Umbrella Group Minutes**
- 5. Directory Development**
- 6. Online access system report**
- 7. Financial Statement**
- 8. A.O.B.**
- 9. Date /time of next meeting**