



White Horse Medical Practice

Patient Participation Group

MINUTES

Date: 8th March 2016

Place: White Horse Medical Practice, Faringdon

Attending: (Chair) Graham Hall
 Dr Gavin Bartholomew (part)
 David Burn (Minutes)
 Douglas Dalrymple
 Kaye-Frances Byers
 Marcus Laphorn
 Jo Morgan
 Emily Norton
 Gene Webb
 Peter Pettit (Observing)

Apologies: Caroline Beaney

	Item	Action
1	<p>Minutes</p> <p>The Minutes of the meeting on 8 December 2015 were approved.</p> <p>The meeting proceeded with Graham taking over as chairman from Gene.</p>	
2	<p>Matters arising</p> <p>a) The carer recruitment poster is now on display</p> <p>b) The notice board leaflet dispenser was temporarily removed and will be replaced</p> <p>c) Gene said that the Social Services Team she thought were based in Wantage are actually in Abingdon. Gavin said that, if this was the same group as participated in the Single Point of Access, then they would certainly be called on if necessary. This is probably the Integrated Locality Team based at the Marcham Rd Community Hospital.</p> <p>d) David said that he would use the upcoming CQC report as a prompt for reactivating the Thinking Meeting.</p>	<p>Jo</p> <p>David</p>
3	<p>Newsletter update</p> <p>David said that the Spring issue would be delayed because of CQC disruption. Jo said that the Partners had agreed to go to an A5 multi-page format with a colour first page. David said he will work out a new print spec and get prices for the Practice to approve before going ahead. Artisan Printers in Kingston Bagpuize were mentioned as a possible supplier.</p>	<p>David</p>
4	<p>CQC Inspection</p> <p>Graham asked the three PPG members who had been interviewed for their observations. David said he'd been asked about chaperones and the influence of the PPG on the Practice. The Inspector sounded sympathetic on the topics of unhelpful NHS funding for the building work and the invalidity of too frequent, small sample, self-selection, patient surveys.</p>	

	<p>Jo said that chaperones were the flavour of the month and will send David their policy statement. The Practice is fully geared up to meet requests. An item is to be added to the newsletter.</p> <p>Marcus mentioned that the CQC's response forms box seemed inadequate for its job. David said he only wanted 50 for an instant analysis – Gavin added that they treated negative comments as significant. The Inspector liked the privacy given by the piped music in the waiting areas. Graham added that he'd been asked about tidiness in general and the quality of Reception staff.</p>	<p>David</p>
<p>5</p>	<p>Update from WHMP</p> <p>1. Online registration is now live. Jo explained that the data transfer from Fern Hill was partially corrupt so, until all records have been checked, the patient records segment would not be available.</p> <p>2. Email sign-up campaign. Although it was generally agreed that emails could be a powerful tool for communicating with the patient body it was felt that a planned campaign has to be developed first. Gavin said patients would need to be asked if they wished to receive information and news emails in the first place. It was decided to hold back on this till the after the March year end. Caroline and Kim will be the Practice's email champions and David volunteered to be the PPG rep.</p> <p>3. Website. Gene said that the revised site is much better now but that there is still important work to be done. Hattie, on her return from maternity leave, will manage the site. Gene will review the site again for Jo and then liaise with Caroline/Hattie after the year end. The site has a complaints facility but may not have a page for reporting errors.</p> <p>4. WHMP Survey. The next patient research will take place in April/May. The PPG was invited to suggest questions and topics for inclusion. Gavin will check if there are any stock questions that have to be asked and circulate that to the PPG. Emily offered to collate the PPG's suggestions. Jo will circulate the previous q'aire.</p> <p>5. Business Plan. The Five Year Plan is with the Partners for approval and will, once redacted, be circulated to the PPG. The following came up in discussion:</p> <ul style="list-style-type: none"> * The Practice has a map showing where the 2,500 new homes will be built but cannot get a timescale from the Vale. Gene offered to harass the Vale (and County) till they gave some info on this. * The Practice does not expect there to be a local hub for intermediate care. * The upcoming building work will meet the foreseen need for 4-5 years. * The three Partners do not expect to be responsible for any subsequent building work. <p>6. Building work. Gavin said that, despite the funding uncertainties with the NHS, the Partners had financed the preparatory work themselves. The plans will be ready for costing in late March with work due to start in the summer.</p> <p>7. Parking. Jo said that they were looking to rent some extra land to extend the parking. A bus pull-in may be built to avoid the current access problems. Gavin said that the Practice was concerned to remain as good neighbours with the local residents and is keen not to encourage patients or staff to park in the estate roads.</p> <p>8. Research Trials. Simon's update for the Spring newsletter could be re-used on the Practice website.</p> <p>9. Other issues/initiatives. Gavin suggested waiting on the CQC report.</p>	<p>Jo</p> <p>David</p> <p>Gene Caroline</p> <p>Gavin Emily Jo</p> <p>Gene</p> <p>Caroline</p>

<p>6</p>	<p>PPG members' contributions</p> <p><u>Maternity research award</u> The meeting congratulated Marcus and Sue Hannon (of Wantage) for their brilliant achievement on being awarded first prize in the NAPP/NIHR national awards for patient group research. Marcus hoped that further publicity will occur which will allow us to revisit the award in the Autumn newsletter. He will attend the NAPP annual conference to receive the award. Emily volunteered to go as our delegate.</p> <p>Gene will add a dedicated page on the award to the PPG website so that full details can be publicised. It was decided to see what maternity-related item or items would be needed after the building plans are finalised before deciding how best to spend the remaining £200 prize money.</p> <p><u>Dementia update</u> Emily said that the Faringdon support group will be announced shortly. Age UK has been very helpful and will run the Pump House group on the 1st and 3rd Mondays, probably starting in April.</p> <p>Emily will also be giving a talk to the Dementia friends and Gavin said she would be very welcome at a Practice Team Mtg to give a 10 minute briefing on the subject.</p> <p>Jo said that the Practice has been looking at putting up some dementia-friendly signage in the waiting areas after the building's been refurbished.</p> <p><u>PPG leaflet</u> David said that this now needed updating and will circulate a copy for comments.</p> <p><u>Folly publicity</u> David asked if it could be good if we persuaded the Folly newspaper to run a monthly article on health matters. It was felt that re-issuing newsletter articles as Press Releases over a few months would have a higher profile. Marcus said the NAPP award will be in the April issue.</p> <p><u>Oxon Health Inequalities Commission</u> Gene will attend the June meeting.</p>	<p>Emily</p> <p>Gene</p> <p>Marcus</p> <p>Jo/Emily</p> <p>Jo</p> <p>David</p> <p>David</p> <p>Gene</p>
<p>7</p>	<p>Future activity</p> <p><u>Friends & Family</u> The Practice gets minimal response from this survey. Its questions could be incorporated in the upcoming survey.</p> <p><u>PPG presence in Waiting areas</u> Marcus mentioned that other practices have members in waiting areas to gain new PPG members and survey waiting patients. Gavin wondered if that might not generate a flood of inappropriate complaints.</p> <p><u>Health Summit</u> It was felt that the lack of response last time and the absence of a sufficiently high profile event this year meant that it would be better to pause the Summit for this year. Kaye-Frances suggested having a Surgery Open Day, as some hospitals have. The Practice will consider this for when the rebuild is completed.</p>	<p>Jo</p> <p>Jo</p>

<p>8</p>	<p>PPG member's roles review</p> <p>Graham asked for volunteers to take up the remaining roles to ensure the PPG works as effectively as possible. The following was confirmed:</p> <p><u>Emily</u>. To continue as the dementia matters co-ordinator, to attend the NAPP conference in Chester on 11 June 2016, to collect and collate the PPG's suggestions for the Practice Survey, PPG website maintenance – with Gene. Gene has two possible new PPG recruits who Emily will follow up once Gene has sent them these Minutes.</p> <p><u>Kaye-Frances</u>. Monitoring and reporting on what minor operations are offered by Health Centres in nearby towns. Kaye-Frances will also take on John's job in maintaining the PPG noticeboard in the waiting area and maintaining the distribution list for Healthy Times.</p> <p><u>Graham</u>. Graham, with his recent practical experience, will research issues and opportunities on treating leg ulcers more effectively. In 2013, Graham took part in a 12 week study into the Effects of Exercise on Brain Structure and Plasticity (Functional MRI of the Brain). This feeds into his interest in cognitive impairment in ageing.</p> <p><u>David</u>. Publicity</p> <p>Graham circulated the PPG members core group list for updating and will now maintain it.</p> <p>Caroline subsequently confirmed that the Practice would sponsor both Emily and Marcus for the NAPP Conference.</p>	<p>Emily</p> <p>Kaye-Frances</p> <p>Graham</p> <p>David</p> <p>Graham</p>
<p>9</p>	<p>Thanks and lunch</p> <p>The meeting thanked Gene for her strenuous and effective work as chairman over the last year or so.</p> <p>David suggested that it would be good for the PPG members to meet socially on occasion and will check the options for a lunch.</p>	<p>David</p>
<p>10</p>	<p>Next Meeting</p> <p>The next meeting is at 1830 on Tuesday 7th June 2016. Subsequent meetings are: 6 September and 6 December.</p>	<p>All</p>

Circulation

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WHMP Partners and staff

cc PPG website