Outline Minutes

**Quay Lane Surgery Patient Participation Group**

Held on 11 December 2012

**PRESENT: Margaret Sampson, Robin Louvel, Maureen Mills, Nigel May, David Watters, Dr Moore (left early), Judy Carpenter, Debbie Todd**

**Apologies for absence were received from Maurice Webster, Mitzy Spink and Diana.**

1. **Minutes of Meeting held on 18 September** – were approved as an accurate record of proceedings.
2. **Matters arising**:

Save the Children: It was reported that Save the Children were unable to handle returned prescription drugs but it was understood that there was a group headed by doctors who could do so. Enquiries continue

All other matters form the Agenda for this meeting.

1. **Pride in Practice**:

Dr Duncan Parker – new part-time salaried Assistant GP – had asked that the PPG discuss Pride in Practice and its adoption by the practice. Pride in Practice is a bench-marking tool that identifies GP practices that are fully committed to assuring their lesbian, gay and bisexual patients are treated fairly and able to discuss their issues openly with their GP or healthcare provider. The members of the PPG gave their whole-hearted support to this initiative and look forward to its implementation – a process that involves self-assessment and verification by the LGF. (For more information visit [www.lgf.org.uk/prideinpractice](http://www.lgf.org.uk/prideinpractice))

In relation to the Registration of Adult Patients it was suggested that questions relating to sexuality and relationships should be moved towards the end of the main section rather than on the front page. It was also noted that questions on sexuality and relationships should be included in the 2013 Patient Survey.

1. **Patient Survey**

Maureen was thanked for all her hard and detailed work on the survey which had been distributed to members in advance of the meeting. Detailed discussion followed, concentrating on the very few suggestions for improvement in the practice. This included a discussion on the facilities needed for patients with back pain and mental health problems. It was noted that there were three hours of physiotherapy available to Quay Lane patients each week. There was currently no provision for osteopathy services. PPG asked to be kept informed of identified needs similar to the BP and heart monitors.

1. **Fundraising**

It was noted that there was sufficient funds (in excess of £2,620 being in funds) available to proceed with the purchase of the heart monitor and arrangements were put in hand.

Contd …. **Fundraising**

The application to Waitrose will be lodged in the New Year.

Robin explained that monies were available to local causes from St Germans Shop. It was agreed that David would draft a letter seeking support of up to £1,000, the letter outlining the work already supported by the PPG – eg counselling service (£15 phr up to £2k max), BP and heart monitors, etc.

1. **Involvement in Peoples’ Commissioning Pilot**

The implementation of the new Commissioning arrangements were chaotic with various people apparently not knowing what others were doing – list of PPG members being lost – and so on. There was a measure of suspicion about the grass-roots knowledge of many of those involved at salaried level and it was agreed that we should proceed cautiously before over-committing to yet another time and energy consuming stage in the administration of health care in SE Cornwall. Robin (and David if available – he was not in the event) would attend a meeting in Saltash on Thursday 13 December at 9.30am. Depending on the reported outcome from that meeting decisions would be taken on future involvement.

1. **Resolution of problems at The Royal Eye Hospital:**

Robin outlined the current state of affairs with the complaint to the Royal Eye Hospital. There were mixed and confusing messages from the hospital administration and it was agreed (a) that this was a formal PPG process and (b) that Robin would attend a meeting accompanied by Nigel and report to the next meeting in March.

1. **Any Other Business**
2. *Summary Care Record:* All patients – apart from Robin – had received information about this from the NHS. Questions were asked about the process and it appears that software will be installed in all practices to abstract the information needed for the Summary Care Record (SCR) which will then be ‘attached’ the medical record. Patients can view their SCR but there will be a charge – best to ask to see it in due course when visiting your GP. This would be important where there were, for example, multiple allergies.
3. *‘Virtual Members of PPG:* There was a discussion about low numbers attending meetings and Debbie suggested the possibility of having virtual members who fed in views via e-mail, etc. This was welcomed for further exploration. The idea of having meetings around the villages was also welcomed – the meeting in Downderry sponsored by the local Residents’ Association was noted as a good example of the usefulness of such meetings.
4. *Vaccine Cards:* There was discussion about the availability of Vaccine Cards available to patients. This will be dealt with at the next meeting.
5. **Date of next meeting**

Meetings were fixed for March 5 and May 7 – 1pm at Quay Lane.