

Minutes of the Patient Participation Group (PPG) Meeting

27th July 2016 at Christ Church

Present: Stuart Nagler (Chair) Sally Pochin
 Gill Balen Christine O'Donoghue
 Peter Court Dr Michael Ingram (from 11:50am)
 Barbara Hordern Lynn Delaney
 Sundera Kumar Ann Chiparo
 Jeff Land

Apologies: Natalie Susman

Not in Attendance: Alex Evans

Item	Discussion	Action
Declarations of Interest	None raised.	
Minutes of Last Meeting	<p>The DNA policy had been circulated and the group agreed this was a clear and concise policy. SK asked if this was consistent with other local practices and the feedback from SP's conversations was raised.</p> <p>Outstanding Action - Still awaiting details of Young Persons Ambassador.</p> <p>The Minutes were approved.</p>	SK to provide name and details.
<p>Working Groups</p> <p>Patient Experience</p> <p>Events</p>	<p>SP had shadowed the admin team where telephone conversations were dealt with followed by time in reception. SP reported that patients attending the surgery had all been friendly and appreciative and she had been impressed and felt it all worked very well.</p> <p>SP felt it would be useful for the rest of the group to shadow.</p> <p>PC expressed surprise that the phones were answered upstairs and that this was split and felt it should be conveyed to patients. It was noted this was an improvement on the previous set up when all staff were in close proximity, as it dealt with confidentiality issues better.</p> <p>SP gave a brief overview of the Hertsmere Conversation Café that she and NS had attended in June. NS had queried whether hub funding could be used to for the GW issue but this was not now relevant.</p> <p>It was reported that the presence at the Radlett festival had gone very well and approximately 60 patients signed up to join the PPG.</p> <p>MJI suggested including an invitation to join the PPG to the new patient paperwork.</p> <p>NS had presented the M&S voucher to the winner but unfortunately there had been no entries for the 'design a logo' competition.</p>	<p>Those interested to arrange shadowing visit with LD.</p> <p>Invitation to join the PPG to be included in new patient pack & website.</p>

<p>Communications</p> <p>External Representative</p>	<p>It was felt that when holding future events, it would be useful to explain to patients that although they are automatically members by being a registered patient, they can opt to hear from the PPG directly.</p> <p>CO and NS had met and NS had felt a professional logo for the PPG was needed. GB had a contact as did LD which would be provided.</p> <p>NS had suggested the group should ask what patients wanted from the practice and if they had any concerns. This would be progressed by the group.</p> <p>SN suggested a tour of the hospitals may be useful. GB reported that WGH would be having their CQC re-inspection imminently.</p> <p>The out of hours service were happy to take tours from PPGs and some members showed an interest.</p> <p>SK informed the group of the current Your Care Your Future (YCYF) which was being discussed and was happening locally.</p> <p>A new CEO had been appointed at West Herts Hospitals who had previously worked at the Royal Free.</p> <p>SK extended an invitation to join the Herts Healthwatch and had forwarded other information to LD to circulate.</p>	<p>SN to raise at the next PPI meeting.</p>
<p>Dr Ingram</p>	<p>Although Dr Ingram was away following a shoulder operation, he attended this meeting and raised the following:</p> <p>Gateways Surgery – NHS England had agreed to fund professional fees.</p> <p>Patient Notes – There had been a national agreement to outsource the Registration/patient notes and ordering of stationery such as prescription pads to Capita.</p> <p>Previously when dealt with locally, this had worked very well but the change had resulted in a national crisis which was threatening the security of patient data as well as creating potential safety issues.</p> <p>A plan was also being discussed whereby patients who had not been seen for 5 years would be written to by Capita and removed from a practice list if no response was sent. The plan included the practices giving this information to Capita which was in itself a data protection breach.</p> <p>MJI advised this was having an impact on general practice workload.</p> <p>SK offered to raise at the Joint Commissioning meeting.</p>	
<p>Current Issues</p>	<p>None reported.</p>	
<p>AOB</p>	<p>The latest survey results were circulated. They showed a drop in</p>	

