

Hurley Patient Participation Group Steering Committee

Minutes of the meeting held on

Thursday 18 May 2017 at 10.00 am

in the Hurley Clinic Conference Room

Present: David Pritchard-Jones, Priscilla Barnes, Christine Tan, Dilys Cossey, Pat Murtagh

Hurley Clinic: Simone Williamson, Pam Elliott

1. **Apologies for absence:** Satinder Kumar, Josephine Hykin
2. **Minutes of the meeting of 22 March 2017:** minutes agreed from last meeting.
3. **Hurley Clinic developments:** Clinical research and the patient participation group information have been added to the Hurley Clinic website.
Appointments: Waiting list for appointment is currently around 3 ½ weeks, but locum GP appointments may be added last minute. Uptake of hub appointments is high. The Hurley Group have been pushing e-consults as well; the uptake of using e-consults has risen drastically. Hurley Clinic are working closely with Hill's Pharmacy to help patients treat themselves and to deal with repeat dispensing prescriptions.
Staff: Adverts for the HCA/Phlebotomist and Nurse have gone out. We should get cover from June.
4. **Recent and future activities:** The postponed Healthy Eating event in the Durning on 23 March was well attended (around 40 patients) and the nutritionist (Debbie from LEIPS) very popular. Agueda also gave a short presentation at the end with a Q&A which went down well. If we are to repeat events of that kind, it is clear that they are much more useful to patients if there is a nutritionist present and we need to factor that in. Debbie is now following up those who left personal details with her.

That event and the training in on-line access were both part of the CCG's Listening Practice Incentive Scheme; a report has been made to the CCG so we hope the practice has received the money. Priscilla suggested doing online training to book appointments, ordering repeat prescriptions and accessing notes (Patient Access) at the Hurley Clinic. A group may be set up where digitally competent patients teach other patients how to use Patient Access. These digitally competent patients need to be aware of patient confidentiality.

Despite rather short notice to patients, the open meeting on 11 May was attended by around 20 patients and the topic of continence/incontinence was clearly relevant to quite a few of those who came. We must get supplies of relevant literature (Pat Murtagh has offered to help with that) and find ways to publicise the sources of help that are available to both patients and their carer's. Pat has found information sheets on the Bladder and Bowel Community website. Pat has difficulty getting leaflets from the Bladder and Bowel Community. Discussions of having a contact number for the Bladder and Bowel Community in the Hurley Clinic website and the

TV screens in the waiting area. Dilys suggested sending out an email to the patients who are part of the PPG email group, as well as writing a leaflet to direct patients to the right services.

We have already agreed to have a carers' event in July (maybe the morning of 13th July between 11am and 1pm at the Durning Library) and there is also PPG Awareness Week (16-24 June) which will be done digitally. Simone to ask Toni to send out the text messages out in the last week of June for the carers' event and add the event information to the Newsletter. Dilys to get Rosa Friend to attend the carers' event. In the autumn for there will be a digital event for patients.

5. **Patient's survey for 2017:** If a survey is done, more helpers need to help out. 3 – 4 PPG members will encourage patients in the waiting area to complete the paper forms. The survey will be given out to patients between 15th September and 6th October. Pam will add a survey monkey questionnaire to the Hurley Clinic website. People can add comments to the NHS Choices website. The star rating has gone from 1 star to 3 ½ stars.
6. **PPG Network and Local Care Network:** the PPG Network now has Network-wide events every two months and the next is on 31 May for which Priscilla will be away but each PPG can send up to three representatives, so volunteers sought. The Network Board has successfully re-negotiated its two-year contract with the CCG with a slight increase in funding which is very welcome (enough to pay for the mandatory staff pensions, plus increased rent and similar charges).

There is some progress in practices that are struggling to get PPGs going but new faces are badly needed and some practices are still being obstructive. The LCNs are gradually taking shape and the six-weekly forums are proving very useful places for exchanging information about service provision. There is still no successor for the Portuguese scheme but quite a lot of ideas are being considered.

7. **Any other business:** FPA do leaflets on family planning and costs £8.40 for 50. Pam will look into getting some free leaflets. Dilys dealt with Brook to ask for some family planning leaflets. Pam will speak to a nurse regarding family planning. When nurses see patients for family planning in confidence, they have their own leaflets to give. There is a lot of information for family planning available online.
8. Date of next meeting: 20th July 10:00 – 12:00

Meeting ended: 11:40