

Patient Participation Meeting
Monday 24th February 2014, 7pm

Present

Pauline Drummond	John Pimblott	Kokila Lane
Dr Claire Laband	Alan Taylor	Roger Coe
Anne Langford	Stanislawa Taylor	Allan Weare
Christine Sims	Kenneth Spelman	Ingrid Pattje
Suzanne Green	Brenda Anderson	Anna Dormer

Apologies:

- Elizabeth Herridge
- Elizabeth Parry
- Elaine Snow
- Ian Robson
- Andrew Fairhurst

Agenda

1. Reviewed minutes of 9th December 2013- the minutes were accepted as a true representation of the meeting.
2. Draft PPG report for 2013/14 and draft Action plan for 2014/15- were accepted and agreed as a final draft.
They will now be uploaded to CMC website and submitted to NHS England by PMD

Discussion points raised on this topic:

- PMD highlighted that website now include section on 'Choose Well' campaign which highlights for patients where best to attend to help them to make informed decisions. It is held under the tab titled 'opening hours' on the website.
- Number within the PPG reflects 1% of CMP patient body: we concurred that this was probably indicative of the fact that most people are happy with the services they receive from CMP. Comment was made that Cheddar as a village does not have as many Community groups as other local villages.
- DNA's: Positive changes have been achieved, and that these are likely to continue to improve as the issue will continue to be addressed. It was acknowledged that a significant proportion of DNA's remain to be by appointments arranged by the practice (e.g. for chronic disease management) rather than being made by the patient directly.
- MJog is assisting patients to honour their appointments; trial of MJog use ends shortly and a decision as to whether to re-new subscription needs to be made.

3. Proposed meeting with Tessa Munt- planned for 20th March 2014.

Tessa Munt has agreed to attend the meeting and will be aware of our recent survey concerns prior to the meeting but PMD stressed that the meeting is for the PPG not the practice. The practice has recently been represented within a North Sedgemoor Federation meeting with Tessa Munt to specifically discuss GP concerns regarding GP recruitment concerns and contractual concerns relating to matters raised in 'The Call for Action' document raised with NHS England.

John Pimblott offered to lead on the meeting and to meet separately with the other 10 patients who, with him, planned to attend to agree the specifics of how they would present their concerns to Tessa Munt.

Action- PMD to provide him with email addresses/ telephone numbers (where approved) of the patients involved to arrange meeting etc.

A suggested title for the meeting was: "Smaller rural medical practices – change for the future". PPG felt that this title would incorporate the threats of reduced income streams for practices, increased drive for patient care to move from hospitals to primary care and the fact that our patients actually value their GP being local to their needs vs. the government drive for 'super practices' PPG agreed that "We don't want to break what isn't broken".

PMD discussed the fact that, with the changes to contracts and the emergence of Any Qualified Provider the threats are growing. The practice doesn't want PPG to help run our business but to be aware of the threats to patients and the practice as a whole. Enhanced Services offered at CMC are offered by 3 main contractors:

- NHS England offer: Childhood vaccinations, Flu and Pneumococcal vaccinations, Contraceptive device fitting, Alcohol monitoring, Pertussis vaccinations, Learning Disability, Minor surgery treatments and Patient Participation Enhanced Services. (61% of total Enhanced Service income- no statement exists to whether or not AQP process will apply)
- Somerset CCG offer: Anticoagulation monitoring, Enhanced Drug monitoring, Baby Checks (29% of Enhanced Service income- to continue to be offered to GP practices going forward)
- Somerset County Council (Public Health) offer: Chlamydia services, NHS Health Checks, Smoking Cessation Enhanced Services. (10% of total Enhanced service income and guaranteed to be offered to GP practices until March 2015 only)

For the above reasons there is considerable threat to practice income going forward. Obviously the main cost to the surgery is staff and premises costs and so reduced income, if this happens, may have threat to on-going financial viability.

PMD was asked about whether or not CMC had 5 year plan and what aspirations were. She confirmed that both CMC and CCG do have 5 year plans and CCG plan can be found on the following link:

<http://www.somersetccg.nhs.uk/>

However that it is becoming increasingly difficult to plan when the environment is changing with political arena. PMD also took the opportunity to remind PPG that practices are individually owned by GPs in the main and that our normal contract is under GMS Medical Service provision but that each practice is free to make its own choices about additional (Enhanced) services that it may or may not provide for their patients- details that CMC provide are detailed above. CMC does not have plans to amalgamate with other practices but would prefer to continue as is providing local services for our patients. This is why the survey just undertaken was a determined attempt by CMC to understand what our patients really want and value from their surgery. The results showed that patient desires do truly match those of the GPs.

The group acknowledged that with proposed direction of travel of NHS to 'super practices' our patients current frustrations re travel etc. will only increase and not decrease. Dr Claire Laband

went on to explain how the growing trend for work to be carried out and managed in GP surgeries rather than hospitals has increased significantly the pressure on GPs and the surgery as a whole.

The general consensus of PPG was that the meeting should collectively wish to ensure that Tessa Munt MP is told that we are keen to protect our Doctors from being overwhelmed, over-worked and overstressed by being landed with unrealistic expectation coupled with under-resourcing.

4. PPG observations:

The Group discussed the observations made by Elizabeth Herridge (who unfortunately couldn't attend tonight) which had been positively and constructively offered and received.

PPG Practice led rather than patient led- Longer term PPG members did agree that historically the group had been more patient led but due to members moving away etc. Historically the PPG had organised a walking group and also managed an in surgery library function for patients. These groups had stopped now but may be worthwhile resurrecting.

It was felt that to be patient led PPG members needed to be well informed about what PPG could do and what was pertinent to our patients. PMD offered to add with the minutes info provided historically to help new PPG's understand what services they could offer to generate discussion at next meeting. Links to NAPP (National Association of Patient Participation) are also provided at the bottom of this document which will also provide some inspiration for the future discussion.

PMD also explained that other practice PPG had expressed some desire to have a Federated approach to PPG's and she wondered how Cheddar felt about that. The NSF (North Sedgemoor Federation) practices are working more closely together for example, the provision of Singing for the Brain, a service being provided for patients diagnosed with Dementia and offered by Alzheimer's Society. Currently held fortnightly at Burnham Baptist Church on alternative Tuesdays from 2.30 to 4.30.

It was thought that if our PPG joined with other practices it would be in addition to existing meetings so not a priority at this time.

Felt that if PMD provides some links for further reading we will add to the agenda for April with full discussion with Elizabeth ref her offer to link with a friend who was ex Chair of Dulverton practice (with a very active PPG and where she used to live) to establish our 'way forward'.

Any other business

<http://www.napp.org.uk/>

This is the link to possible PPG ideas for the future

HSCIC- PMD informed PPG that the planned data extraction had been delayed by NHS England for 6 months in response to media pressure.

North Sedgemoor Health Forum- PMD to circulate minutes of Feb meeting for information.

Health and Care Innovation Expo 2014- Kokila Lane drew group to attention of this conference and felt that other patients may be interested. It is in Manchester on 3rd and 4th March.

Dr Hincks retirement- CMC newsletter attached to minutes and now out in practice. Cheddar Valley Gazette to also cover an article about Dr Hincks. Dr Laura Martin has been appointed from 1st September and practice will use long term locum Dr Vickery (April to mid-July) and other locums until end of August to make sure patients demands are met.

Meeting closed at 8.50pm

Next meeting

28th April at 7pm