

Jenner Health Centre

Patient Participation Group

Meeting Date: Tuesday 9 April 2013 @ 19:00pm

Attendees:

- Simon Stitson (Practice Manager) - Chair
- Annette Glazier
- John Dunham
- Marian Dunham
- William Old
- Gary Stewart

Apologies:

- Dr Andrew Anderson
- Dr Adriaan van Biljon
- Dr Anil Nair
- Dr Gillie Evans
- Karen Burrill
- Graham Moores
- Pearina Marriott
- Paul Phillips
- Sheila White
- Dee Laws
- Cheryl Jakes
- Trudy Lapinskis
- Penny Fisher
- Dena Old
- Pamela Potts
- Linda Arbon
- Sheila Burrill
- Cindy Poli
- Nicky Spriggs
- Bryonie Smith
- Sue Carter
- Sarah Wood
- Sheryl Sieley

Minutes:

- Simon Stitson opened the meeting and thanked all for attending – Karen is away on annual leave so Simon chaired the meeting and took the minutes.
- Group reviewed the minutes from the last meeting and accepted these as a true and accurate record.

- Main agenda items for the meeting were to review the action plans agreed following the Patient Survey meeting and to run through some of the key points from the 2012/13 survey. As many members of the PPG were unable to make the meeting, a decision was made to roll this item forward to the next meeting.
- Gary queried whether the slides from the recent joint Borderline event had been received – Simon confirmed that these had not yet come through but that he would chase them up and distribute them by email to the PPG members when they are received.
- Annette provided details of a patient who might be interested in joining the committee – Simon will contact them. Unable to trace details provided on Practice patient list.
- Simon will resend the minutes from the February meeting with the minutes from this meeting.

Update on Just Another Show Feedback – 23 February 2013

- Annette fed back to the Group on behalf of the organising committee.
- The show went well and raised a significant £1515.95 on the night.
- The show lasted 3.5 hours on the night – and this was longer than anticipated – and some feedback was received from those attending the event about its length.
- Fewer songs from each act would help cut down the overall time but would retain the variety and interest of those taking part and those attending. Some acts overran their allocated times.
- Following the Show, the committee held a de-briefing meeting to run through how things went and to identify any changes that could be made to next year's format while the event was still fresh in everybody's minds.
- The capacity of future show will be reduced from 300 to 250. Although seating was available for 300, not all of the seating was used efficiently and this led to some problems accommodating everybody. The room did hold everybody but movement around the room was tighter than expected and the tables on the dance floor took up space and made it more difficult for people to move about.
- Seating will be provided more in rows for any future events – especially on the dance floor with a more defined route to access the toilets – as many people had to scoot across the front of the acts to access the toilets.
- A draw prize will not be included as part of future entry tickets as this led to additional delays when signing people in on arrival. Thanks were extended to John for supporting Roger on the evening with the signing in process. Long queues were experienced and it was a cold evening.
- The interval over-ran – it had been planned for 10 minutes but actually took 28 minutes – although the team worked hard to process the raffle draws as quickly as possible and thanks were extended to Dr van Biljon for his participation.

- The show committee members also discussed whether they would be interested in putting together an event for 2014 and whether they would like to organise it. Annette, Dave, Graham and Paul would all like to organise the 2014 event and Gary advised that he would be very happy to host the event. The committee asked the Group whether they would like a show for 2014 and the members attending the meeting confirmed that they would.
- There is a new committee at the venue (Ivy Leaf Club) and the room used will be subject to refurbishment within the next year. The organising committee will be able to approach the venue to see whether they would be happy to host the event again, what dates would be available and whether the room would be available on the same terms as the 2013 event.
- The committee arranged thank you letters via Simon that were distributed to all the local businesses who donated prizes for the raffle together with a copy of the programme. Feedback from this was very positive and many businesses reported that they rarely hear about how the event went or what was raised so the Group felt that this had been a very worthwhile exercise and thanked Annette and Graham for their time. Thought had been given to inviting everybody who took part in the event to this meeting but it not been possible to arrange this in time.
- Simon took the opportunity to thank everybody who had played a role in organising and delivering the event, the acts that took part, the businesses who supported the raffle and everybody who purchased a ticket and came along on the evening for making the event such a success. There was a lot for everybody to be very proud of.

Other Items

- Gary provided feedback from the recent Borderline event he attended. He found the event very informative and felt that he learnt a lot about many of the challenges facing the local and national NHS at the moment and how actively Borderline LCG is involved in trying to address these issues and improve services for patients. Gary explained that it was vital for patients to have a voice and that the Group should share their thoughts with clinical leaders through forums should as the PPG meetings so that their needs and preferences can be fed back.
- The Group discussed Out of Hours services and Gary explained that Dr Anderson is leading on the implementation of the new 111 service. This has been delayed locally to ensure that the service implemented is safe and sustainable following learning points from other 111 services that have already gone live nationally.
- Simon explained that new NHS structure went live on 1 April 2013 and that the Practice forms part of Borderline Local Commissioning Group which in turn forms part of Cambridgeshire and Peterborough Clinical Commissioning Group – this structure replaces the former Primary Care Trusts. The National Commissioning Board has also

gone live and some services have transferred to local authority control. Many teams and work streams have been displaced and it will take time for the new structure to form and become strong.

- Simon ran through an email request that had been sent to the Group asking whether they would like to invite Crossroads to attend a future meeting and talk to the Group about their work. Group agreed that they would like this and Simon will look to organise for a future meeting.
- John and Marian ran through an event scheduled for 5 October 2013 at 2pm at Sir Harry Smith School that they are organising for the Peterborough ME Support Group.
- Simon ran through an email from Dee who was not able to attend the meeting:-
 - Has a date been set for AGM?
 - ♣ Group has not previously had a formal AGM, would they like one? Group agreed and this is provisionally scheduled for the next meeting in May.
 - ♣ Aim to promote as widely as possible in advance of the meeting.
 - Do we need to audit the PPG account?
 - ♣ Simon explained that the PPG do not hold a separate account – although they are welcome to open one if they would like to do so. PPG funds are currently held within the Practice community account which is managed and audited in line with the Practice financial protocols.
 - Patients losing control of their medical records – Dee has raised this with MP
 - ♣ Simon was unsure if this related to the NHS Summary Care Record which is a national NHS IT project and this has been discussed with the PPG before. Group felt that it would be best for Dee to explain her concerns about this in person.
 - Would we like Councillor Martin Curtis to attend a future meeting?
 - ♣ Group discussed and agreed – this could be scheduled for a future meeting depending on his availability – Dee to liaise with him. When the date is agreed, the Group felt that this should be a meeting or event that could be open to all patients.
 - Open Evening/Saturday Morning even for Golden Age Group?
 - ♣ Group discussed – Annette would be interested in being involved, would need a bigger venue than the Practice and would make sense to work with NQST. Dee to feedback at next meeting as this has been discussed before – need to discuss who would be moving this forward.
- Group discussed a proposed educational event for patients with

epilepsy – could this be the June or July 2013 meeting?

Any Other Business

- Next meeting will be **Tuesday 14 May 2013 at 7pm at Jenner Health Centre.**