

Tadley Patient Participation Group
Committee Meeting 14.5.2014

Present: Hayley Bone, Lorraine Burden, Derek Heath, Hazel Metcalfe, Peter Parsons, Christopher Tomlins, Gill Tomlins, Val Turnbull, Paul Woodgate, Kate Wright
Dr Anne Hogan, Alison Jenner, Heidi Williams
Apologies: Claire Chambers, Alan Chambers, John Davis

1. Change of Name

It was agreed that the name of the group would be changed to Tadley Patient Participation Group (PPG) to bring it in line with other groups in the North Hampshire Clinical Commissioning Group (NHCCG) area.

2. Formation of Committee and Terms of Reference

Dr Hogan asked for her thanks to Malcolm Cox for his contribution as Chair of the previous committee be recorded

The draft terms of reference were reviewed and some amendments were suggested. Primarily that a quorum would consist of 50% of the committee members (excluding Practice representatives) and the Chair will have the deciding vote. If a committee member fails to attend 2 consecutive meetings without notice it shall be assumed that they no longer wish to serve on the committee and applications will be sought from the wider group to replace them. If a serving committee member wishes to resign they should give notice to the Chair and applications would be sought from the wider group for a replacement. It was agreed that the Terms of Reference would need adjusting as and when necessary and with the agreement of the committee.

The role of the North Hampshire Clinical Commissioning Group-Patient Participation Group (NHCCGPPG) representatives was discussed and it was agreed that two representatives from Tadley would be preferable. These reps could also hold another office in the committee or it could be a stand-alone role.

The Practice will invite a NHCCG board member to address the group at a later date

It was also agreed that apart from the committee, small working groups could be formed and opened up to volunteers from the wider group. The Practice offered day time use of the conference room at Holmwood Health Centre to facilitate this.

The role of Secretary will pass from Heidi Williams to a committee Secretary as she will be unable to maintain the level of administrative work that has been offered in the past. She will continue to work with the Committee but routine tasks such as the taking and preparation of minutes, preparation of any PPG newsletters or handouts, maintenance of notice boards etc will be the responsibility of the Secretary and other committee members.

As there were some PPG member who were unable to attend this meeting but had expressed an interest in joining the committee it was decided to postpone election of officers until the Committee were able to get to know a bit more about each other. All those wishing to form the Committee are requested to submit a brief CV and indication of the role they would wish to stand for (if any) to Heidi and she will share these amongst those present and the 3 other group members who were unable to attend.

Heidi also requested permission from all the Committee members to share their email addresses within the committee to open up communication. Hayley will change the current email account tadleypatientreferencegroup@hotmail.co.uk to tadleypatientparticipationgroup@hotmail.co.uk This email address will be one of the means of contact for patients.

3. Priority Areas

The Practice and the PPG need to agree on 3 priority areas that need improvement and then work together to achieve this. These are the suggestions:

i) Appointment System – this was suggested as a priority area following the results of the previous patient survey. It is also a common theme of the formal complaints made to the Practice.

Dr Hogan referred back to the presentation that Dr David Newman gave at the meeting on 30 April about the proposed changes to dealing with requests for appointments. These trial changes are planned after the middle of June and the installation of the new computer software system.

The proposed changes were outlined to the wider group and there have been no objections.

During the trial period the Practice and PPG Committee will monitor and discuss patient opinion of the changes and will report back to the PPG and patients in general.

Dr Hogan pointed out that a lot of patients are having difficulties with the appointment systems in secondary care eg at North Hampshire Hospital. There are instances where patients who have to cancel a follow up appointment and not offered a replacement in good time. Some patients get lost in the system and are discharged before their treatment is fully complete

ii) Funding from Holmwood/Morland Healthcare Trust – Dr Hogan outlined the suggestion that a £500 could be made available from the Trust fund for a project/equipment suggested by patients and organised by PPG and Practice. This money would have to be spent on something that improved patient care/experience

iii) Teenage Health – Hayley pointed out that through her work with local youth groups she has learned that young local people are finding it difficult to get the advice and help they need in matters of sexual health. There is the perception that a GP will inform their parents if they are seeking contraception or advice about sexually transmitted infections. The Practice could perhaps highlight local services specific to teenage needs during the summer holidays.

iv) Ask the Patients – It was suggested that representatives from the PPG would visit waiting rooms at both surgeries and ask patients what areas concerned them – not only at Practice level but in the provision of healthcare locally. A decision could then be made on where to focus the Group's attention.

4. Increasing Diversity

It was acknowledged that this would be a challenge and it was agreed that a more face to face approach would work better. As suggested above, representatives of PPG (committee or otherwise) could possibly be a presence at either surgery for an hour or so at random times. It would be an opportunity to engage with patients of all ages and to encourage patients to get involved. It was suggested that we contact other organisations for examples of best practice in improving diversity.

Date of next Committee Meeting Wednesday 2 July 7pm Holmwood Health Centre