

**Minster Medical Practice Patient Participation Group (PPG)**

**Minutes of meeting held on Tuesday 22<sup>nd</sup> November 2016**

**Present**

RB – Chairman

BM – Minute taker

JF

JW

AC

SW

AB

MFC

JG

LN

MN

SH

SI

JD – Practice Manager

DP – Practice Administrator

PM – visitor from POhWER

The Chairman welcomed all to the meeting.

**Minutes of last meeting**

Minutes of the last meeting were accepted as a true record of events.

**POhWER – People of Hertfordshire Want Equal Rights**

Pam Miller from this charity explained how it had come into being and the remit of the organisation. The Head Office is in Hertfordshire but it is a locally based free, independent advocacy service.

POhWER supports people through the NHS complaints process by providing information, advice and guidance about their rights/options within the formal complaint system. The service relates to anything that is NHS funded, explaining the patients' options and helping to manage their expectations. It does not support with private healthcare concerns. Will refer back to the service provider if it is felt the problem can be resolved there.

Will help with letters and responses to communication from the NHS department/ provider. Can also attend meetings with professionals and help with application to the ombudsman if necessary.

POhWER is available in England. It cannot support with compensation claims.

Helps with apologies; service improvement; appropriate remedy; explanation.

Funded through Lincolnshire County Council having originally been a DoH funded project.

PM gave information leaflets and booklets to the group and then left the meeting.

### **Sustainability and Transformation Plans (STPs)**

This is a plan for the future of healthcare and social care in the area October 2016 - March 2021.

JD reported the NHS is in dire financial straits. The STPs were supposed to involve General Practice but no involvement has been sought and the plans are secret countrywide, though some plans have been leaked to the press. NHS England say the plans are not to be published. There is talk of "taking" workload from Acute services to give to general Practice but there is a shortage of GPs. That there will be Multiple Community Services – "super practice commission".

Minster Practice is in a federation with Lindum, Nettleham, Welton, Ingham and Glebe Park.

### **Flu Clinics**

Result of PPG presence on these Saturdays is that 60 people have said they would wish to be contacted by email.

MM has suggested that if Ermine School is having an opening day for information groups we could have a stall.

### **Newsletter**

The group agreed to consider producing another newsletter early next year.

Subject suggestions:- the Practice Federation, POhWER, request for volunteer email contact with tear off slip, request the one of the doctors to do a piece about viral infections e.g. Noro virus.

The Newsletter to be distributed with prescriptions, put on a stand next to the check-in screen.

Members of the committee were encouraged to send RB any articles for enclosing in the Newsletter.

### **Future Strategies**

SH suggested dates to be put in diaries when members of the Committee would be in the surgery. JD suggested during a "National" week.

Articles/information about group for Minster Practice Facebook page/website.

Contact CCG re press contacts. JD stated that CCG works closely with the local press to have regular articles.

Book money – to pay for tea + biscuits at events in surgery/Newsletter/NAPP

LN asked about support groups within the Practice. JD said the Practice does not have support groups but suggested discussing further after the meeting.

### **Practice News**

JD spoke of changes to prescribing. The CCG announced last week that they are stopping pharmacies ordering individual patient medication. Leaflets explaining the change have been printed and are being attached to prescriptions. From yesterday, 21<sup>st</sup> November, patients will be able to order one month and the next prescription.

Date of next meeting Tuesday 24th January 2017 at 2pm.

Apologies for this meeting from Margaret Fairless-Clarkson.