

Patient Participation Group Chairs' Meeting
Wednesday 6th July 2015 in 18:00 - 19:30 in Function Room 1 at
Scunthorpe Civic Centre DN16 1AB

Attendance / Apologies

Practices

1. Ancora Medical Practice, Scunthorpe
2. Riverside Brigg x 2
3. Winterton Medical practice
4. The Oswald Road Medical Centre, Scunthorpe
5. Ashby Turn Primary Care Centre, Scunthorpe
6. South Killingholme surgery
7. Cedar Medical Practice, Scunthorpe
8. Kirton Lindsey Surgery x 2
9. Bridge St Brigg

Others

- Ian Reekie - Chair
- Sophia Baker from the Carers Support Centre
- Julia Pollack / Wendy Coffey from Healthwatch
- Janet Gaiger Engagement Support Officer for NLCCG/NELCCG

Also noted

- 2 apologies (Central Surgery Barton / Trent View)
- 2 no shows (West Town Barton / West Common Lane Scunthorpe).

Carers' Support

Sophia Baker, Carers' Health Liaison Officer at the Carers' Support Centre presented the following data to the group:

Carers save the UK economy £119billion every year

- 1 in 10 of the population are carers at any one time
- 83% of carers said caring has a negative impact on their physical health
- 87% of carers said that caring had a negative impact on their mental health
- Every day, another 6,000 people take on a caring role
- 65% of people did not recognise themselves as carers in the first year

The Carers' Health Liaison Officer is there to support Healthcare Staff and volunteers to help them to identify carers, understand their needs and to ensure that they receive the correct support. SB explained that PPG members could help in the following ways:

- Distribute information
- Regular information stands
- Attend Carer Awareness Training (1 hour)
- Help identify carers within your practice
- Provide feedback to the Carers' Health Liaison Officer

Healthwatch update

The group looked at the latest Enter and View report from Healthwatch which looked at inappropriate use of A&E. Click here to view the report:

http://www.healthwatchnorthlincolnshire.co.uk/sites/default/files/understanding_why_patients_choose_to_attend_the_emergency_centre_enter_view_report_final_2_2.pdf

PPG Support update

The Induction Packs are available for all PPGs though currently used by only 2 practices. The generic pack can be tailored to suit individual practices and is available on request from Ian Reekie.

Development sessions have been delivered by IR to 6 of the 19 practices, and include information about the national NHS and local CCG. Some of the group who had attended a development session found it to be very useful in giving them a greater understanding about the NHS and how it works, which helps in their PPG roles. IR is willing to deliver sessions to any practice on request and will promote again in the next Practice Dispatches which is emailed to every Practice Manager.

Member Conference – This is still in the planning stage and, though details still need to be finalised, the conference aims to be held in the evening towards the end of October (date to be confirmed), possibly at New Life Church.

Patient Transport Services

Patient transport costs the local NHS a lot of money and to be able to keep providing it into the future, the criteria and guidelines need to be reviewed make sure that this service is still provided to people with a genuine need and that other people are supported to find alternative means of transport.

NLCCG and NELCCG will be engaging with the public around patient transport services and this will take place between **13th July and 11th Sept**. There will be an online survey, some drop-in events and we are hoping to attend some local meetings to provide information and gather feedback. Confirmed dates as follows:

21/07/2015	9.30-12pm	Drop-in at Roxton Practice,	Immingham
23/07/2015	10-12pm	Drop-in at Heritage House Drop-in	Grimsby
10/08/2015	1-4pm	Drop-in at Sergeant's Suite, Wortley House Hotel, Scunthorpe	Scunthorpe

An information leaflet and online survey will be available soon and will be distributed to PPG Chairs by JG.

Patient participation contract compliance/PPG effectiveness

All agreed to the points on the contract/terms of reference, though members agreed that there is great difficulty in ensuring the PPG is representative of practice population, however, PPGs are still compliant as long as 'reasonable effort' is made to follow this.

A questionnaire has been sent to all practice managers about PPG membership and what support is provided.

A national Department of Health commissioned survey showed a big difference between NL Practices, ranging from 68% - 96%, in the percentage of patients rating their practice good or very good. Further details included in attached presentation.

Actions

- ❖ JG to send out meeting notes and presentations to attendees and other PPG representatives
- ❖ JG to send electronic version of induction pack
- ❖ IR to promote the PPG Induction Pack again in Practice Dispatches
- ❖ IR to send details of PPG Member Conference when confirmed
- ❖ JG to send out patient transport engagement information when agreed
- ❖ SB to send JG details of Carers' Champions for each practice for distribution

Details of next meeting to follow