

## **Minutes of PPG meeting – 5<sup>th</sup> November 2014**

**Attendees : DP, BK, JW, JH, GD, DL, DB, JS, SS, CL, SC Apologies: FC**

1. BK welcomed everyone to the meeting.
2. Minutes from last meeting held on 3<sup>rd</sup> September 2014 accepted as accurate and correct.
3. Practice news – The nurse responsible for asthma and COPD care is off sick, long term, however Vicky Flower has returned to help out. DP has met with a potential replacement. The two new partners based at Backwell have settled in well. DP announced the choice to register with a GP regardless to where you live has been postponed to April 2015. Following the survey and report undertaken by the Practice earlier in the year, last year's report was mistakenly uploaded. NHS England wouldn't pay a substantial amount of income due to this error although the survey and work had all been completed. An informal appeal was unsuccessful and the practice is proceeding to formal appeal. This has temporarily been suspended whilst NHS England and the Local medical committee undertake a review of the marking process. DP understands there are many other practices appealing against other components. BK wrote to Dr Liam Fox but has received no reply. DP will update at a later date.
4. Healthwatch – Healthwatch have produced a survey regarding GP services in North Somerset. This is available online or as a paper copy. The survey is very long and there are many duplicate questions. Last month Healthwatch had a workshop about hospital discharges which DP and some PPG members attended. There is concern that some patients are being discharged at midnight or in the early hours of the morning and may be going home with no help, food etc. Healthwatch made no recommendations but agreed meeting with other agencies is needed. In North Somerset there is an Inreach team that goes to the hospital and takes the patient home ensuring a care package is in place. This is ideal but there are only two to three people in this team. It is vital that patients or relatives who do have problems with discharges notify Healthwatch so they can look into it. DP has set up an alert system with UHB. Vulnerable patients are identified within the practice and if one of these patients is admitted to hospital or visits A and E an alert will be triggered. The Practice can then make contact within 3 working days of discharge to check all is well, in terms of medication and care packages. DP thought this would be better if centrally controlled in North Somerset as centralised service. Healthwatch have reviewed GP Practice websites and written a report. Brockway and Backwell Medical Group came top of the list in North Somerset. DL suggested the report was sent to support the appeal. Healthwatch also reported on the importance of PPG's. In the future funding will not be paid for having a PPG but DP feels it is important to still have one.
5. N.A.P.P - Patient online access to their medical record will be widened. The 2014-15 contract required practices to provide by March 2015 online access to summary information i.e. medications, allergies, adverse reactions and any other items of data agreed between the patient and practice. They will also be required to offer online access to more detailed information, where requested by a patient, i.e. information held in coded form. GPs have the option and tools to withhold coded information and /or free text within the record where they judge it to be in the patient's interests or where there is reference to a third party.

6. CCG / NSCP – DP updated that the CCG is still £10 million in deficit. A map of medicines has been launched providing pathways to help GPs in decision making. Funding for Winter Pressure has been reduced from £8 m to £1.3 m. A community geriatrician has been appointed and hospital discharge is being looked at. 'ABC' is being re-launched. There are still issues with the 111 service but community care is now working 7 days. Dr Rees has set up an advice and guidance company. Urology advice can be sought without immediate referral to secondary care by experienced clinicians. A similar set up for neurology (SAWNS) has also been commissioned for ten months with Taunton. DP announced that GP forum has now been split into localities with a CCG leader for each locality. This area is looking at setting up a 'leg club' concerning dressings for ulcerated legs. To get funding this would need to be held in the community rather than at a practice. DP would also like to see additional support for carers. Approximately 10% of patients are carers and not all are aware of what is available to them. DP would like to increase the carers register especially with children. DP would like to set up educational training for schools with a DVD from the RCGP.

7. Stall at Farmer's Market – JH booked the stall for 15<sup>th</sup> November to promote the PPG. The stall costs £12 and opens from 9 -1. DP will order a banner for the stall. JH has diabetes literature and BK healthwatch pamphlets. DP and CL will obtain other leaflets for example 'How to get the best out of your appointment'

PPG/PRG leaflets

PPG/PRG registration forms

NHS health checks

'Feeling unwell'

'ABC- using local facilities

'Positive Steps'

Flu

BK is available for the morning. JH,JW,CL and DL can be there by 8.15-8.30 to help with the setting up and early sessions.

8. Close of meeting – BK and DP thanked everyone for attending.

**Date of next meeting: Wednesday 3rd December 2014 6-7.30pm at Brockway.**