



HOLBEACH MEDICAL CENTRE **PATIENTS PARTICIPATION GROUP**

Minutes for the PPG meeting 25th February 2015

Present: Eilene Keeling EK(Chair), Mark Murfet MM(Secretary), Valerie Watkin VW, Trevor Cook TC, Heather Whitehead HW, Cindy Foley CF, Alan Piggins AP, Joyce Waterfall JW.

1) Apologies / minutes of last meeting Jackie Sheldrake JS, Sue Scorthorne SS, Allan Britt AB, Preston Keeling PK, Graham Scorthorne GS (vice chair), Bill Hardie BH.

The minutes for January were passed with no amendments. Proposed by AP and seconded by CF. Apologies were given by EK as the minutes and agenda and notification that the AGM date had been postponed was not sent out in a timely manner.

EK advised that the constitution required the AGM agenda required to be circulated at least 10 days prior to the AGM meeting. VW advised this would be done.

2) Chairpersons Report

At our last meeting I issued a paper on Healthwatch Lincolnshire and Parkinson's Organisation relating to our Surgery not being able to have a service from a Parkinson's Nurse, after your thoughts last month, I will sit with the Board and put a paper together that can be then sent to CCG East & Healthwatch for their comments.

As Sue, Graham and Jackie are away this will be a short but hopefully productive meeting. All updates will be given next month at the rescheduled AGM. This will take place on 25th March at the Surgery 6.30pm prompt.

At the end of the AGM we will have a presentation from The Butterfly Hospice, it will be interesting to see the difference between them and St Barnabas and how they are hoping to progress in the future.

Once again just to advise one last time both Mark and I will be standing down at the end of the AGM meeting so names are required for the position of Chair and Secretary, please think seriously about helping fill these places and if you wish to nominate someone please advise us. We will also ask you to renew your membership at the same time and any new members will be appreciated.

EILENE KEELING

CHAIR- PPG HMC

3) Administrator/News Correspondent Update

SS was not present therefore any updates will be advised at the March meeting.

4) Practice Managers Report - Val

DNA appointments for January were 32 all of which were from pre booked appointments. VW added that this was the lowest amount of DNA in Lincolnshire.

Results of the friends and family questionnaire were reported as:

74% of patients would recommend the surgery

12% of patients would not recommend the surgery (cannot get an appointment was the reason given)

4% of patients didn't know and made no comment

CQC report has now been received following an at risk statement being issued. The report highlighted no red indicators, however some amber indicators were highlighted which were:

- not up to date on looking after elderly patients (over 75)
- under using the computer system in relation to patient data
- At risk indicator for a lack of patients having the flu vaccinations and cervical smear tests compared to national guidelines

VW advised that the CQC report should have taken 2-4 weeks to be received but this one has taken 4 months. VW also added that the findings were believed to be unfair and therefore all amber indicators have been challenged, due to there being valid reasons for not hitting targets, i.e. patient choice to not have a flu jab or smear test after all reminder letters have been sent out. Guidelines for patients over 75 were only brought in 4-6 weeks before the visit so to achieve the full national amount in this time is not reasonable.

CF asked if there was any way of putting forward a mitigation claim. VW advised no not to her knowledge but again advised that she has challenged all amber indicators which will now go back to the CQC and any developments will be reported back when available.

5) Future Meetings

25/2/15	CORE	NO SPEAKER as AGM canx		
18/3/15	BOARD	Discuss Parkinson Nurse		
25/3/15	CORE	AGM & BUTTERFLY HOSPICE Presentation		
22/4/15	BOARD			
29/4/15	CORE	Sally – Johnson Hospital		
20/5/15	BOARD			
27/5/15	CORE	NO SPEAKER		
17/6/15	BOARD			
24/6/15	CORE	TBC	TALK ON HOMES VISITED BY E & B	
22/7/15	BOARD			
NO CORE MEETING IN JULY OR AUGUST DUE TO HOLIDAYS				
23/9/15	BOARD			
30/9/15	CORE	NO SPEAKER		
21/10/15	BOARD			
28/10/15	CORE	TBC	SURGERY STAFF TALK	
18/11/15	BOARD			
25/11/15	CORE	NO SPEAKER		
NO CORE MEETING IN DECEMBER DUE TO CHRISTMAS				

6) Finance Update

Advertising TV costing, VW advised the cost of the TV system was quoted as £4000. VW agreed with TC and AP to get some more quotes.

PPG fundraising bank balance currently stands at £607.13.

EK advised that the value of the Rotary xmas walk was still not known and would hopefully be advised at the March meeting.

An Easter quiz was discussed by members and the consensus was that an Easter raffle with Easter eggs and Easter baskets etc was a better idea than a quiz.

EK to speak with BH regarding Easter prizes similar to the xmas raffle. If any members would like to donate anything to the Easter raffle please drop it in to the surgery.

7) Any Other Business

TC asked if there was any updates on the development plans of a new surgery or the local housing developments as it has been reported in the local press that there has been progress.

VW advised there are no updates on new premises or on proposed development planning in the area, as the surgery had still not been consulted in any way. VW advised that she has informed NHS England who deal with all matters relating to GP practices and as of yet has received no contact or direction.

8) Adjournment – reminder re Items for next Members Meeting Agenda by 18th March 2015

The meeting on Wednesday 25th March 2015 will be the AGM @ 6.30pm.

Signed.....

Proposed.....

Seconded.....