

Minutes of Meeting Thursday 17/4/2014 1-2pm

**Present**

Patsie Law Chair (PL)

Jude Charlton (JC)

Anton Glinski Practice Manager (AG)

Nycky Edleston (NE) Arrived after start because of work commitments.

**1)Welcome and apologies**

Gill Eltningham (GE)

Phil Kelly (PK)

Delay to start of meeting whilst AG printed minutes and PL photocopied Agenda.

**2)Review of minutes and matters arising**

AG was asked about requested printed 'answers' to PPG survey. His response was that he was not making these available to the PPG or to the Chair of the PPG. He detailed that he had 'reacted' and 'discussed' with staff.

**Action all PPG** members to read available documentation from this survey online.

AG elaborated on difference in clientelle at Brookes and the nature of the 'drop in' service available there. 8.30-12. Nurse available. If need of doctor first available appointment offered.

The Medical Centre will move June/ July. AG has visited new location – 3<sup>rd</sup> floor. He mentioned that there may be an extended usage of this space by the practice long term.

AG expanded on the 'make up' of St. Bartholomew's patients – only 211 over 75 years old for example. As a result not many house calls.

AG revisited the pilot schemes and the headlines more recently re extended GP hours.

**3)Feedback on the other meetings attended. JC and PL**

JC not 'prepared' for this so takes advantage of these minutes (as detailed at meeting) to report back now.

**JC 'Hearsay' 14/3/14 Friday Healthwatch**

The 'Healthwatch' network defined as here to –'help people speak up about health and social care in England' Then to 'use this information to make services better'.

Healthwatch England the National Organisation.

Local Healthwatch to work in local communities.

Important that these two organisations work TOGETHER to make sure people who use the services are listened to by government and in their local areas.

HANDOUT 'Consumer rights in health and social care'.

HANDOUT Oxfordshire Support Finder and Care Guide for Adults 2014/2015.

Larry Saunders Chair of Healthwatch. David Rawlestone Director. Interim Chief Executive. Ian Wilson arrived at midday. This was the fifth annual 'Hearsay' event.

John Jackson(JJ) - Director of Social and Community Services Oxfordshire County Council. JJ spoke on the 'Council Update on it's 'promises' – copy given to PL at PPG meeting.

- 1) Improving Services
- 2) Stopping Discrimination
- 3) Support Networks
- 4) Keeping people informed

JJ detailed above 4 'challenges'. Committed to work to do at least 12 things differently to improve services. CARER CHAMPION in GP services **Action PPG** to ensure Jeanne Fay is replaced in this role

Tables for discussion were grouped:-

Benefits / transport/ carers x 2/ quality & complaints/ respite care/ residential care/ day centres/ assessment and referrals/ housing.

On each table there was a facilitator and note taker.

I was on **Carer** table. We discussed access and agreed GP key link. Their knowledge and understanding pivotal in terms of ACCESS to services.

Funding for this? Advocacy for individuals. Breaking down isolation. Multi carers.

JJ gave 'answer'

*Personalised home care enabled through personal budget this leads to choice and control.*

After lunch we regrouped at tables and discussed SOLUTIONS..IMPROVEMENT What would you do if you were making the decisions? Re services related to carers and cared for.

Unanimous support for Carers Oxford expressed.

More targeted care/ certain amount of choice.

Need to monitor General Practices to ensure continuity of care and accountability. GP's to ensure increased support as patient becomes more ill.

Benefits are that patients are happy, not lonely; they maintain their independence and have purpose to their lives.

Aim to see Health and Social Care integrated. Ensuring authoritative advice.

Other tables highlighted assessment process (being an enabling one NOT a rationing service); key workers – authority across all services.

#### **PL Core Group**

PL will vote on PPG's behalf. Michael Leech standing. PL will forward Nigel Carter's to JC.

#### **4) Leaflet and letter to the local mosque PL.**

Discussion of printing options: -

Joshua on Marston Road – quote of £35 for Art Work

NL detailed colourprintfactory.com

JC gave PL flyer for Brookes printing.

**Action any/ all PPG** designs for logo.

Appreciation and approval for PL's letter to Mosque recorded here.

**5)Guest Speakers** on hold

**6)PPG Chairs report for discussion** carried over

**7)AOB**

NL asked AG about bids for services.'Federations'?

AG detailed example of PML- GP's as shareholders.GP's from Banbury and now run Counselling Services.

AG's sense was that city practices not moving at 'any pace'.

AG detailed Dr Mark Gould replacing J Fay in summer.

New Practice Nurse – Marion Blenkiron.

PL handed details of role as 'Mystery Shopper' project in Oxford – re NHS.

For more info patient.services@oxfordshire ccg.nhs.uk

**8)Diary dates including next meeting**

Thursday 29/5 6-7 JC gave advance 'apologies' – on 'holiday'.

Next PPG FORUM 7/5/14 1.30-3.30 King's Centre (01865 336 867). JC unable to attend on 'holiday'.

**Last minutes of PPG Forum 20/2/14 attached below.**



*Oxfordshire*

*Clinical Commissioning Group*

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**MINUTES:**

**TITLE: City Patient Participation Group Forum Meeting**

**Held on: 20<sup>th</sup> February 2014.**

<b>Present:</b>	Patsie Law	Judith Charlton	
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<b>Apologies</b>			
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		<b>Action</b>
1.	<b>Welcome:</b> Michael Leech the City Patient Participation Group (PPG) Forum interim chair welcomed everyone and opened the meeting introducing the first agenda item.	
2.	<b>Presentation: Patient Participation Group's and the CQC's Standards of Quality and Safety</b> – Nigel Carter (Community Development Worker for Oxfordshire Clinical Commissioning Group's City Locality) gave a presentation highlighting how the Care Quality Commission is seeking to work more closely with PPG's to ensure services at GP practices remain safe and effective. PPG's have an important role to play during CQC inspections of surgeries across the country to help maintain standards of care. The presentation provided information on the CQC's guidance and policy for getting more PPG's involved in its work to allow patients to have a bigger say about health services provided at GP practices. The presentation also explained the CQC's new guidelines for national standards	

of quality and safety, which ask five key questions about GP services: **Are they safe? Are they effective? Are they caring? Are they responsive? Are they well led?**

**Patsie Law, chair of St Bartholomew's PPG described her involvement in the recent CQC inspection of St Bartholomew's Medical Centre and a PPG rep from one of the Beaumont Street practices also described her impressions of the CQC inspection of her practice. Practice managers from the two Beaumont Street Practices also described their experiences of recent CQC Inspections.** These experiences were supplemented with and contrasted by information and feedback on the **CQC inspection process in relation to Oxfordshire's main hospitals provided by Paul McGough (PIN representative to the Health Improvement Board) who himself has been a lay representative member of a team involved in a CQC Inspection of an Oxfordshire hospital.**

**Questions and answer session:** Questions from PPG representatives after the presentation included **how in relation to the 26 GP practices in the City Locality does OCCG map the health needs of its diverse patient population.** **Beccy Clacy OCCG's Senior Commissioning Manager for the City Locality explained that part of the health needs mapping is conducted by the public health team located with Oxfordshire county Council who provide relevant information and health data available to OCCG via the joint strategic needs assessment process.** There was discussion also during the question and answer session on the possible differences of CQC inspections conducted by **one inspector or by a team led by an inspector.**

After a coffee break – **the Breakout Group discussions** looked at the following questions:

**What are the benefits of virtual and/or face to face PPG's?**

**How can Carers and carers representatives be supported to participate in PPG's**

**How can PPG's reflect the practice population as much as possible?**

**How do you think PPG's/Patients can help practices meet their CQC standards?**

**Break out group feedback:**

Feedback from the breakout groups included Practices supporting PPG's to have a dedicated specifically themed **PPG notice-board or bulletin board in the practice.** **A PPG rep informed that Temple Street practice has asked a local school to help design the bulletin board.**

A PPG rep mentioned the **survey** being circulated within their practice and how the PPG members were seeking to bring the survey to the attention of fellow patients. Questions remained as to how such surveys can be brought to the attention of the local population. In relation to virtual and face to face **PPG's it was suggested that younger people might find it easier to get involved via virtual methods of communication such as face book, twitter and other social media.** A number of PPG reps called for **renewed invitations to Wendy Meldrum to attend the City PPG Forum to assist the Forum and PPG reps keep an eye on Carers issues.** PPG reps also suggested that when people register at GP practice reception this was a good opportunity for practices to have information at hand a small leaflet perhaps that informs all and new patients about the Practices PPG.

**Key stakeholder invited to the meeting included Lynn Smith – Engagement**

	<p><b>Officer from Oxfordshire County Council’s Joint Commissioning Team and Paul McGough Oxfordshire County Council’s Public Involvement Representative for the Health Improvement Board. David Roulston, Director of Oxfordshire Healthwatch informed about the developing role of Healthwatch and explained about the CQC Inspection of the four main hospitals in Oxford taking place at the end February 2014.</b></p> <p>After announcing that the next two city PPG Forum meetings would be taking place on the dates of 7<sup>th</sup> May and 7<sup>th</sup> July, Michael Leech closed the meeting thanking the PPG reps and all participants for their contribution and input.</p> <p>The electronic link below to the OCCG Connect newsletter has a brief report on the meeting – click and go to Oxford City Locality.</p> <p><a href="http://nhsboc.newsweaver.com/occgconnect/1u6mpcsis8">http://nhsboc.newsweaver.com/occgconnect/1u6mpcsis8</a></p>	
3.	Any Other Business	
4.	Date of Next Meeting: Wednesday 7 <sup>th</sup> May 2014 – 1.30pm-3.30pm – Cherwell Room, Kings Centre, Osney Mead, Oxford, OX2 OES	

### Regular Action Anton

- 1) Book room for next meeting 29/5/2014 6-7pm.
- 2) Have copies of approved minutes and Agenda available for the start of every meeting. Also copies of any other documentation requested for meeting.
- 3) Ensure that minutes are uploaded to website.
- 4) Ensure hard copies of minutes are available for GE to pick up from the desk. Also any other hard copy material she may have requested at meeting.ASAP.
- 5) Liaise with Chair re any Action taken since previous meeting.
- 6) Forward all relevant (CCG etc) items to all PPG members – so they can be read pre each meeting. By email unless hard copy requested – as per GE.

### Regular Action Patsie

- 1) Once approved, these minutes are circulated to all PPG members and Anton.
- 2) **The Agenda is circulated and any additional items for this requested 2 weeks before next meeting. This will also serve as a way of reminding PPG members that meeting is imminent and to send apologies if unable to attend Items highlighted in bold red AGENDA next meet in these minutes should be included on relevant Agenda**
- 3) Between meetings – if possible – meet with Anton at practice, if not, ensure that any relevant information is gathered from Anton pre next meeting. Anton will attend for lunch-time sessions (not evening unless requested) from 19/9/2013.