



Hemyock Churchinform Dunkeswell

Patient Participation Group – Churchinform Village Hall

Meeting Notes 19 September 2019

Ken Pearson chaired the meeting. List of attendees (11) and apologies (4) received are recorded and held at the Practice. Karen Button generated the notes for the meeting.

1. Feedback From Last Meeting

Notes from last meeting – agreed.

Action log from last meeting – reviewed.

- Provide update from Mid Devon patient panel – the Mid Devon panel was due to meet.
- New patient pack - had been uploaded onto the website. The pack had been sent to the attendees would had requested it at the last meeting.
- The other actions remain open.

2. Practice Update

New staff. There is a new receptionist at Hemyock and new dispensary staff have been recruited so they can be trained up in advance of the changes to the dispensary processes. Dr Murray and Karen Button have interviewed a very strong selection of candidates for the position of Deputy Practice Manager and an offer has been made subject to the usual provisos. One of the priorities of the new Deputy will be to support Karen and the team promote and progress access to on-line services and use of digital technology.

3. New Patient Pack – Feedback and Comments

Those present thought it should be made clear that the patient pack can be for any patient.

Action: KB.

Feedback received from circulating the paperwork “your data matters” i.e. how to amend contact details, was that there should be a simple slip to update patient contact details. N.B. a more detailed form would be needed for permission to access on-line services/receive text reminders. **Action KB.**

Agreed to check if patient pack includes holding up to date e-mails. **Action: KB.**

4. Better for You, Better for Devon

5 surveys had been returned and there were a number of other expected for Ken to take to the Mid Devon patient panel. Discussed the question in relation to A&E.

5. Understanding Primary Care Networks

Reminder from Karen Button - The Blackdown Practice is part of the Culm Valley Network with Bramblehaies Surgery, Cullompton, the College Surgery Partnership, Cullompton and Wyndham House Surgery, Silverton. The Practice will also remain part of the Three Rivers Group Federation with the other Culm valley Practices and the two Tiverton Practices, Castle Place and Amicus Health.

Karen highlighted that developing the Network involved additional work for the member Practices. Much of the work was associated with recruiting to additional roles – pharmacist, social prescribers, physiotherapists and paramedics. Whilst the workforce development was welcomed, this, in itself, was challenging as there are currently significant workforce shortages for pharmacists and paramedics.

6. PPGs working within Primary Care Networks

Ken Pearson outlined the current Patient Participation Structure across Devon and Mid Devon. It was felt that the Mid Devon Patient Forum had lost its close link with the CCG with no-one supporting the group in terms of strategy and administrative support and there was no link into the Primary Care Networks. There is a quarterly Devon Patient Group/Panel.

Ken wanted to receive suggestions on how the Practice Patient Group felt patient participation should be structured going forwards. From the discussion the following recommendations were made:

Blackdown Patient Group – quarterly – terms of reference have already been agreed. This group would feed into an “intermediate” level Patient Group.

Intermediate Patient Group – recommended at PCN/Federation level – meet quarterly. The purpose of which should be:

- Two-way feedback/updates from Practice and County Patient Groups;
- Feedback on specific projects e.g. Better for You, Better for Devon or specific service developments;
- Promote the development of patient services, aid in the implementation of projects by learning from each other, and reducing duplication of effort.

Action: KP to take discussion points back to the Mid Devon Patient panel.

Action: KB to discuss with Federation Practice Managers.

7. Any Other Business

Rural services network – raised by HS – highlighted urban areas where care workers cannot park that they had been provided with electronic bikes.

NHS health – new website - <https://www.nhs.uk/> .

Patient Access – flu appointments can be booked on-line (blocked until Monday).

Blackdown PPG strategy - develop a patient group strategy for Blackdown's PPG and link this to the Practice Strategy. **Action: KB to draft.**

Action Log for the Blackdown Patient Participation Group

Date	Action	By Whom	Open/Closed
19/09/2019	Ensure it is clear that the patient pack is for any patient, not just new patients	KB	Open
19/09/2019	Generate a straightforward slip for updating patient details and ensure there is a more comprehensive one for consent/requesting on-line access.	KB	Open
19/09/2019	Check if patient pack includes patients updating the Practice/Practice holding up to date e-mails.	KB	Open
19/09/2019	Take discussion regarding future of Mid Devon Group back to the Mid Devon Patient panel	KP	Open
19/09/2019	Take discussion regarding patient participation to the Federation Practice Managers	KB	Open
19/09/2019	Draft a patient participation strategy	KB	Open
13/06/2019	Upload back catalogue of minutes to website	KB	Open
13/06/2019	Provide update from Mid Devon patient panel	KP	Open
13/06/2019	Determine the information to be circulated to the patient group regarding NHS Digital services	KP	Open
13/06/2019	Circulate the information regarding NHS Digital services	KB	Open

13/06/2019	Set up Facebook page for the Practice	KB	Open
13/06/2019	Develop dispensary promotional material utilising letter drafted by TF and a leaflet from another surgery.	KB	Open
13/06/2019	Raise awareness with politicians of the risk that on-line pharmacies pose to the sustainability of rural Practices	KB	Open
12/12/2018	Finalise the paperwork around consent to receive electronic communication	KB	Open
12/12/2018	Finalise promotional material for the dispensary	KB & TF	Open
12/12/2018	Contact SD about developing a questionnaire utilising Survey Monkey	KB & SD	Open
CLOSED			
13/06/2019	Upload new patient pack onto the website	KB	Closed
13/06/2019	Send new patient pack to members of the group who have requested it	KB	Closed
13/06/2019	Circulate information to the patient group members to obtain their consent to sign up to text and e-mail communication.	KB	Closed
13/06/2019	Upload role of Chair to website	KB	Closed
12/12/2018	Publish Terms of Reference on the Practice Website	KB	Closed

12/12/2018	Feedback examples to CCG where clinical services are difficult to access or are not available	KB	Closed (but effectively on-going)
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