

CHANNEL VIEW PATIENT PARTICIPATION GROUP

10th Meeting held at 7pm. Channel View Surgery 29th March 2017

Present: Helen Peirce (Chair), Claire Conway, Frank Bond (Secretary), Laura Stanyon, Dominic Geldard, Martin Spearman, Barry Stevens.

- 1.0 **Apologies** were received from: Bill Stanyon, Stewart Sapp, Janette Bird, and Sue Hedley.
- 2.0 Helen **welcomed** the group members.
- 3.0 **Minutes of previous meeting** were accepted.

Continuing Actions:

Adding PPG information to prescriptions: A strap line like “We are here to represent your views – please contact channelview.ppg@nhs.net” was proposed.

Claire agreed to provide the single list of email addresses, so the group could send out information to the virtual group.

Helen agreed to suggest some text for distribution in the next practice newsletter – attached.

All other actions cleared.

4.0 Improving Representation

It was agreed that the above actions would suffice.

The NAPP 39th Annual Conference and AGM has been announced for Sat 24th June in Basingstoke.

5.0 Communications

Link to Email Server: <https://portal.nhs.net/> **Email:** channelview.ppg@nhs.net

Further circulation updates are on the email server. These include “Participation Update” with Barrie Behenna reporting on Commissioning of GP services, and the CVS “Local Lowdown” which describes the Self Care Programme of grants which are to be made available, (there is an opportunity to be on the panel for this through Coastal Mtg. group). The publication also lists the changes being made at the local community hospitals.

6.0 Networking with other groups

Coastal Engagement Meeting Wednesday 22nd 0930 at Teignmouth Pavilions

Helen and Martin had attended this meeting, which they reported was well attended by SDTCCG, CVS, Volunteering in Health, Alice Cross, Hospital and Patient groups. A survey undertaken by Alice Cross is on the CCG website.

Martin summarised the news given at the meeting, indicating that a report on the fully staffed health and wellbeing hub had been provided to the town council. This hub was able to discuss the hospital admittance of local patients daily, and propose the best individual care. This had even reduced the need for emergency ambulances. The provision of Rehabilitation beds was still expected this year. An action on the long term conditions clinic (LTC) had been closed with the Commissioning Manager to continue the review.

Martin described the progress to monitor outcomes by the Patient Activation Measure. The group have funded researchers from SDHFT Horizon Institute, to assist with this model. The hub now has access to GP records, and there is a proposal to set up an IT hub for all the practices.

Action Martin agreed to attend the next meeting of 19th April 0930 at Pavilions.

Chudleigh PPGs. Michael Benson the Chair of the Riverside and Tower PPG had been in touch with a view to discussing events associated with Wellbeing and Managing our own Health in Chudleigh. He offered the opportunity for us to send a representative to their next PPG on 3rd April. Unfortunately we were unable to act at short notice, so we have offered an invitation to a member of their group to attend our next meeting.

Action Frank to liaise with Chudleigh group

Teignmouth "Town" PPGs. There was still a desire to make sure that all of the local practices were represented by PPGs, especially as the move to unite the surgeries continues. It was considered important that we meet with the other patient representatives, by inviting them to our meetings and if necessary by holding a group meeting independently of the health professionals. Nevertheless, with most of the groups meeting together at the Coastal Engagement Meeting, it was not considered necessary to hold an independent meeting at this time.

7.0 Feedback on current issues from Practice and Patients

Following last meetings questions on whether mains sockets should be protected with plastic inserts, Claire had found the H&S guidance that these were not made to any approved standard, and should not be used.

Dominic asked about the recent information in the press that suggested a data breach of confidential health records. Apparently this could occur when software had been switched to allow data sharing outside of the GP practices – for example by hospitals, and this had allowed other parties to view the data. Claire reported that there had been no security breaches reported at Channel View.

Claire also confirmed that they would adopt the strategy to stop issuing prescriptions for certain common items (e.g. paracetamol), where it would be cheaper and easier for the patients to obtain these over the counter.

8.0 Forward Planning and 9.0 AOB

Barry had attended the Acute Services Review on 21st March. He reported that the meeting was very professionally presented, but felt that they were trying to put too much information across. A large number of handouts were given without anybody explaining the contents. The meeting provided a presentation on the development of the Sustainability and Transformation Plan, focusing on Health and Wellbeing, Safe high quality care, and Cost effective care for the 7 priority areas. Hospital urgent services, Stroke services and Maternity/children services were highlighted. This was then followed with table discussions. Barry considered that there was insufficient time and attention given to receiving feedback. A questionnaire was expected back within 24 hours.

Acute Services sent out details of the meeting without checking its content for sensitive information, and immediately had to recall all documents. Correct documents are now on the email server.

Date of Next PPG Meeting: 7 pm 11th May 2017 at Channel View Surgery.

Frank Bond 10th April 2017