

Minutes PPG Meeting 3rd July 2014

Present: Patrick Coyne, Theresa Coyne, Claire Bush, Kerry Malcolm, Janet Cock, Archie Howie, Pauline Hill, Elizabeth Trellis, Patrick Maher, John Summers, Shelagh Woolmer, Michele Wall

Apologies: Rosie Wignall, Diane Birkett, Annaliza Watson

Introductions: 3 new members were introduced and welcomed to the group

Review of minutes from last meeting

MPIG: Save Our Surgery campaign

Michele updated the group on the campaign that the surgery have held since the last meeting. From 1st April the funding cuts commenced (withdrawal of the Minimum Practice Income Guarantee), which equates to an incremental loss over the next 7 years seeing the surgery lose funding of £1.2 million over that time.

John explained to the group that the surgery has a budget from the CCG for prescribing and referrals, yet saves the CCG £1 million from this budget, yet our funding is still cut significantly in other areas. As a result of this there has been a media campaign to try to highlight what is happening to our practice and the General Practice potentially across the country as there are 98 practices who will be badly affected. The surgery has been forced to make savings so already there has been a reduction with the loss of 1 GP surgery and 1 Nurse Practitioner surgery each week.

The campaign started with patients being asked to write **letters**, download letters or sign ready written letters to their MP. However, this was so successful that **Bernard Jenkin** requested that as his office had been so inundated that letters be sent instead to Rt Hon Jeremy Hunt.

As a result of this, the surgery designed a leaflet for patients explaining what was happening and **ready-written postcard to Jeremy Hunt**. Patients (including Theresa and Patrick Coyne) kindly delivered these through letter boxes in both Rowhedge and Fingringhoe, and the Students Union had a similar leaflet and postcard issued to students.

Dr Wall and Richardson had supported the RCGP (Royal College of General Practitioners) campaign "Put Patients First" and as a result were invited to a **meeting at Westminster attended by MPs, the RCGP and Lord Earl Howe**, parliamentary Under Secretary for Health. They were able to make some useful contact to help the campaign and as a result Michele was invited to write a "blog" for the RCGP which was released nationally highlighting the story of how our practice is being affected.

Michele then made various contacts on the back of this blog and wrote to the BMA who were very interested in what was happening to our practice and asked if they could release her blog as part of their media statement coinciding with their annual conference on 25th June. As this was due to make national news, then when the Students Union asked if they could arrange a demonstration against the funding cuts, it was agreed to coincide the demonstration with the day of the **BMA press release** to try to achieve maximum coverage.

Local news covered the story in the **Colchester Gazette and the Evening Standard**.

Michele made contact with the Student health Association, and on the back of that had her details passed onto the Health Correspondent for the **Independent on Sunday**, who also covered the story.

The **student demonstration on 25th June, protesting against the Wednesday afternoon closure of the Health Centre** helped gain further media coverage, and with the BMA press office encouraging further interviews, Michele was then interviewed live on BBC Essex radio and then had interviews on ITV Anglia TV (assisted by several patients, including Archie Howie), and then on Monday was interviewed by Channel 4 News.

The press coverage has been suitably timed prior to the meeting with NHS England, tomorrow (4th July) to which Bernard Jenkin MP and a member of the LMC will also attend. The practice hopes that this may allow some sort of movement from the current stalemate situation of funding continually being withdrawn.

The Student Union have set up a Facebook page to support the campaign:

www.facebook.com/PutPatientsFirst

There was discussion amongst the group regarding how else the campaign could be carried forward. Bernard Jenkin was due to appear on Question time that evening and it was noted that "Any Questions" had been hosted by Rowhedge village in previous years, and whether it may be worth considering inviting the same to occur again. There is also on Radio 4 Any Questions and Any Answers that may be able highlight our plight if questions were submitted to that.

It may be helpful to continue raising the profile through the local magazines. Michele has written articles for Colne Life for the last few months, and writes for Fingringhoe News and Views and has also sent articles to Donyland Despatches, although hadn't received any communication re whether articles were being sent out. Kerry informed the group that the format of the latter is changing and the person responsible has also changed. The contact e mail remains the same, and it will be in a newsletter format monthly not quarterly, but not delivered, but left in community places for people to collect.

Action: Michele to try to submit monthly information to Donyland Despatches

PPG Enhanced Service

Michele explained to the group that GP funding is provided in various ways, and one of the sources of funding is via "Enhanced Services" that the practice can offer and be paid for. To meet these requirements there are strict rules to be met, and one of these enhanced services is in fact the PPG. There has been further funding cuts from this enhanced service this year, so it is only worth 1/3 of the funding compared with last year, however the practice must still try to meet requirements in order to maintain funding from as many areas as possible. Michele explained the requirements of the DES to the group, and this year it includes:

- Feedback from: Complaints/significant events/NHS Choices/Friends and Family Test
- Action Plan: The group must decide on 3 key priority areas for the surgery
- Must try seek views of children
- Must try to seek views from care homes
- Help recruit others to join the group: virtual or otherwise.

Michele showed the group the summary document that the manager and partners use to discuss any complaints and significant events throughout the year. The spreadsheet is anonymised but summarises what the complaint was about, whether

in written or verbal format, whether it was justified and what the outcome was. Michele discussed several of these with the group. The group were given the opportunity to ask about specific complaints or significant events if wished, so that the group felt there was full openness. There was general discussion amongst the group regarding the rising patient expectation, and the how the practice dealt with complaints. Michele explained to the group that for both complaints and significant events, each of these is written up in a standardised format and discussed at the next weekly partnership meeting. Any learning points or changes in practice are then made, and on an annual basis all complaints and significant events are reviewed to ensure no repeating patterns. John noted that there are in fact very few complaints received by the practice.

Michele then spoke to the group about other forms of patient feedback such as comments on the NHS Choices website, which currently shows that both the Rowhedge and University site having excellent feedback from patients giving the practice a 5 star rating. Later this year there will be the introduction of the "Friends and Family Test" to determine whether patients would recommend the surgery.

The 3 action points for the surgery as the priority areas to focus on were agreed to be:

- Funding for the surgery
- New premises as there will be extensive building in the village over the next few years with the creation of up to 300 new homes
- Communication (**addendum after meeting. Would the group like to make decisions re format of the website to make it more patient friendly?**)

There was discussion regarding how best to seek views of children about the surgery. Kerry offered that she could ask each of the classes in her school to undertake some feedback in the form of circle time and will then provide this for the group. Claire also suggested that her Pre-school group could do something similar. Kerry wondered whether there may be one or two teenagers who would join the group, or indeed could some students be encouraged to join. Also worth considering asking the Youth Group in the village.

Action: Kerry and Claire to gain feedback from school and pre-school.

Action: Michele to see if any students could be persuaded to join the group

Michele asked about how best to seek views of those in care homes. We have patients who are managers of one of the local care homes so it was agreed that inviting them to either join the PPG or the Virtual PPG in order to help represent this group of patients.

Action: Michele to contact care home managers to see if they would join the real or virtual PPG.

Dock Development

Kerry explained that she is aware from having been part of the Village Plan Group that the new development is quite complex, as there are 3 owners of the site, and it contains protected woodland within it. The site will have a single track road and currently there is planning permission being sought for the development. It is as yet unclear what the development will have for the village, it could be a site for the GP surgery, but as it will be a large building then it would be too big for that by itself. It could contain other industrial units, it could be used for other health professionals eg dentist, optician, physio etc, but as yet none of this is determined. Theresa asked if the group could fundraise for the new building and seeks financial gifts or donations from patients. John explained that the difficulty is not an initial cost but the year on

year cost of the rent and this is determined by the district valuer who in turn will tell NHS England how much is required and they will either agree or not. There have been significant discussions in the village regarding what they would like the building to be used for. The village plan group have a steering group putting out surveys in the village to try to help determine overall what the village would like in many respects (not just relating to the new development). These look at all sorts of provisions eg cycle routes , needs of the village, education, health needs etc. These surveys can be handed in at the parish council office (next to the old post office) and there is a post box to put the returned surveys in. The forms can be downloaded from the parish council website and when completed, you can drop off your Comments Sheet in a collection box at the Rowhedge Post Office or at the Parish Council's 'Crows Nest' office post box.

Michele explained that with regard to the potential new build including a GP surgery, this was completely dependent on NHS England agreeing to the potential higher rent, so out of the surgery's hands and decision making at this time.

Action: Michele to download survey forms from the parish council website to put out in the waiting room.

On line prescription requests

Michele asked the group how they were finding using the "Waiting room" for on line prescription requests, as there was significant feedback from some patients that they were having difficulty. On the whole the group found it very user friendly. Patrick advised that he had shown his neighbour how to use it but then came across a difficulty when the icon from the surgery website taking him to "The waiting room" seemed to have disappeared. Michele explained that as time went on she had moved it from its prominent position on the front page, to one of the drop down lists on the right hand side, as she needed the front page to be devoted to the campaign regarding NHS funding crisis.

There were various suggestions about how to make it easier to see the on line prescription link, whether it could be in a different colour, whether it could be numbered, and the surgery produce an easy to follow flow chart to help those patients who were struggling with it. Michele asked whether it would be helpful for those patients struggling to be able to access the old system through the website as before. The group thought it may be if some were really finding such a problem, but didn't understand how it was so difficult.

Action: Michele to look at improving visibility of the on line prescriptions on the website; to design a flow chart for those having difficulty, and if possible re-instate the old system to run in tandem for those who cannot manage the waiting room.

AOB

Theresa wanted to thank the group for accepting new members and to ask about terms of reference and confidentiality.

New members were provided with terms of reference and will be sent a confidentiality form to sign.

Action: John to ensure confidentiality forms and terms of reference given to all new members.

Meeting concluded at 9pm

