

## Patient Representative Group (PRG) for Pound Hill Medical Group

### Minutes of meeting on 6 December 2017

#### 1. Apologies

- 1.1 Apologies were received from Janet Copeland; Audrey Dowell; Sheila Drury; Leslie Margeson; Pam McGough and Pat Osborne;

#### 2 Welcome and Introductions

- 2.1 All attendees were welcomed. Peter thanked everyone for their continued work and support, including during the recent CQC inspection.

#### 3. Minutes and matters arising of last meeting (on 27 September 2017)

- 3.1 Sheila's minutes were approved with thanks.

#### 4. Report from CQC meeting and assessment on 28 November 2017.

- 4.1 Many PRG members attended a meeting with the lead assessor who later reported that he had been impressed with the turnout and positive attitude.
- 4.2 The assessor debriefed Perry after the assessment and had been generally positive although the scope for improvement had been identified, for example in helping patients to better understand the various options for support (on-line/ 111/ pharmacist/ surgery/ UTC). The assessor appeared knowledgeable, asked relevant questions and listened carefully. The focus of the inspection was on evidence of good practice rather than policies. The assessors seemed impressed with the improvements made to manage increased demand. They spent time with a cross section of the staff and patients (in reception).
- 4.3 Perry was hopeful of receiving a draft of the CQC report in January, on which the Practice would be able to comment.

#### 5. Discussion for preparation for next CQC assessment

- 5.1 A special PRG meeting would be set up once the draft CQC report had been received.

#### 6. Update of progress and suggested actions from our fund raising team

- 6.1 Anita reported progress: a leaflet and background information about the proposed footcare scheme were almost complete and plans were in place to submit bids to other potential funders. What we required were anecdotal stories about the real benefits of the scheme, some statistics on the profile of the surgery and information about the existing footcare arrangements at the Copthorne Surgery. It was confirmed that the footcare arrangements there are private only, with Janet renting a room at the surgery. **Perry agreed to provide data about the surgery (age, location; health).**
- 6.2 Anita asked for comments on three possible sets of wording to explain the need for

contributions from patients towards the cost of the service. There was general agreement about the need to seek a contribution and £5 was considered about right at this stage(although this could be increased later if desired). The prospect of home visits will not be considered at the pilot stage.

- 6.3 It will be important to spruce up the PHMG webpage, particularly in respect of the PRG and Friends, for the sake of potential funders. It will also enable us to expand on the information given in the leaflet about the footcare scheme.

7 Any update and actions required from CPRG and CCG meetings

- 7.1 Gordon had circulated papers before the meeting. It was agreed that the minutes of the meetings should also continue to be circulated

- 7.2 The points made in discussion were:-

- Hub CCGs were being trialed, although our surgery is not yet involved
- still no approval for funding for Copthorne Surgery to cater for expansion
- concerns about a possible increase in scarlet fever had not materialized
- there was a £37m pound overspend on a £120m budget
- meetings were too infrequent and wide-ranging: fewer representatives were attending.

8. Any update or progress with Minor Ailments Scheme.

- 8.1 To be discussed at a later meeting.

9 Update and progress concerning our website.

- 9.1 There was general support for the website paper prepared by Jim which recommended enhancements. **Perry, Peter and Jim had a meeting arranged** before Xmas to discuss how to take this forward.

10. Topics raised by patients requiring discussion and actions

- 10.1 **Peter and Jan would review the complaints file.** To be discussed at the next meeting.

11 Next meeting

- 11.1 **Perry agreed to circulate dates for the 2018 meetings**, including for a special meeting (probably in February) to discuss the expected CQC report.

- 11.2 It was agreed to ask a GP to attend to discuss how more focused use of GPs could be achieved. **Perry will arrange.**

**Attendees:** Perry Anderson, Brian Bell, Peter Chatfield, Dave Dopson, Jan Lefley, Gordon Robson, Jim Sarjantson, Anita Wright.

15 January 2017