

**MINUTES OF A PATIENTS REPRESENTATIVE GROUP  
MEETING HELD ON 27 SEPTEMBER 2017**

Present: Peter Chatfield, Perry Anderson, Janet Copeland, Gordon Robson, Dave Dopson, Jan Lefley, Sheila Drury.

**Action**

1.	<p><b>Welcome and introductions.</b></p> <p>Peter welcomed everyone to the meeting and Perry introduced Dr Joanna Wyckes who has joined the practice as a salaried doctor, replacing Dr Lamont.</p> <p>Also at the meeting was Jane Green who is interested in joining the PRG.</p> <p>All members introduced themselves and an outline of the role of the PRG was given by Peter and Perry.</p>	
2.	<p><b>Apologies</b> received from Anita Wright, Jim Sarjantson, Brian Bell, Lesley Margeson, Pat Osbourne and Pam McGough.</p>	
3.	<p><b>Minutes &amp; Matters Arising.</b></p> <p>Minutes of the meeting dated 7 June 2017 were approved. Following confirmation that Betty has stood down from her role on the PRG, the Partners sent flowers to thank Betty for her commitment over the years.</p> <p>Items included in the minutes that are still outstanding are:</p> <p>8.2 Jim will let Perry have initial comments on the PRG section of the website.</p> <p>8.3 Peter, Perry and Jan will meet to review recent complaints/comments received.</p>	<p><b>JS</b></p> <p><b>PA/PC/JL</b></p>
4.	<p><b>CQC Mock Inspection Dates</b></p> <p>The last official CQC inspection of the practice was in March 2015 and Perry advised that although the next one could be at any time, it is unlikely to be before 2020.</p> <p>It was agreed that mock inspections are a useful tool in preparing for the real thing and Perry will circulate proposed dates to all PRG members.</p>	<p><b>PA</b></p>
5.	<p><b>Update from the PRG Fundraising Team (Friends of PHMG)</b></p> <p>Sheila gave an update:</p> <p>Unfortunately, we were unsuccessful in our bid to Sussex Community Foundation Trust, however we got through the early stages and we felt a lot of interest was shown in our project. The top scoring application was 30 and we scored 23.</p> <p>We received some valuable feedback, e.g. to evidence more that the services we are proposing are not covered by the NHS and to show independence from PHMG. We are therefore gathering evidence regarding what podiatry services the NHS will provide in this area, and will change our bid applications to show we are working for the patients of PHMG rather than the practice itself. We will</p>	

	<p>change the name and scope of the service to a Community Foot Care Service.</p> <p>We are updating our bid information to reflect the feedback mentioned above. We also want to include in this some case studies where patients have benefitted, or not, from early foot care intervention.</p> <p>We are also working on a brochure which will be on display in both surgeries and will be given to patients who the clinical staff believe would benefit from our service.</p> <p>We are currently in the process of identifying potential funders and will apply to as many of these as we can.</p> <p>Peter suggested that Janet Copeland join the group and Sheila will pass information on. Sheila said that all members of the PRG are also members of the fundraising group.</p>	<b>SD</b>
6.	<p><b>Update on CPRG and CCG meetings.</b> Gordon gave a review of recent meetings and said that as far as Crawley patient representation goes, there are now only “off the record” opportunities to raise concerns.</p> <p>The CCG has an increasing deficit which is now a £14m overspend with the hope/plan to reduce this to a deficit of £7m.</p> <p>Gordon receives a weekly Patient Round-up email which he will forward to Perry for circulation to PRG members. Janet said she was not receiving copies of Gordon’s reports, probably because she is not able to access emails and prefers to receive meeting correspondence by post.</p>	<b>GR</b> <b>PA</b>
7.	<p><b>Minor Ailments Scheme</b> Perry outlined the scheme being used at Copthorne surgery where patients go to the pharmacist first with minor ailments, e.g. nits, coughs, colds. The pharmacist can either sell over-the-counter products or, if the patient needs prescribed medication, they can give the medication and send the prescription to the surgery for signing. This is a pilot scheme for 6 months at Copthorne surgery only.</p>	
8.	<p><b>Review of Compliments/Complaints &amp; Website</b> Apologies given that these are still to be done (see item 3 above). Will be brought forward to the next agenda</p>	<b>PA/PC/JL</b> <b>JS</b>
9.	<p><b>Planning arrangements for retiring GPs</b> Dr Lamont has now left and been replaced by Dr Joanna Wyckes.</p> <p>4 GPs will be retiring over the next 3 years and 3 practice nurses will be retiring. This is from a team of 12.</p> <p>Perry informed the meeting that plans are being put in place to manage this but that he cannot actively move ahead until official resignations have been received. The notice period for a Partner is 12 months and the intention is to replace with a new Partner.</p> <p>Over the year April 2016 to April 2017 nationally there were 1300 less GPs. This situation is expected to get worse as new doctors are not coming through fast enough and more GPs are taking early retirement or leaving the profession.</p> <p>Through the new Copthorne development and organic growth, Perry expects there to be an additional 3,000 PHMG patients by 2021.</p>	

	<p>With regard to the proposed travellers site in the Old Hollow, Perry advised that the practice is only obliged to register patients of permanent fixed abode within our boundary and, therefore, NHS England will have to make alternative arrangements for those using this site.</p> <p>The practice has written to Henry Smith MP, who then wrote to Simon Stephens of the CCG and NHS England. Mr Smith is coming to meet with the Partners next week, together with a representative from NHS England.</p> <p>Contact has also been made with Mr Paul Blakemore, Copthorne Councillor, who took it to Mid Sussex, Perry will update the PRG at our next meeting.</p>	
10.	<p><b>Surveys</b> Perry advised that the new national survey is available – search for GP Patient Survey via Google etc.</p> <p>Regular mobile text surveys continue to be carried out by the practice following appointments. 95% of those replying would recommend the practice. 1 less positive comment was received following which Perry contacted the patient to resolve the issue. From 6,000 appointments, between 100-200 responses are received per month.</p> <p>It was agreed that more in-person practice surveys should be done and Perry will circulate dates for January 2018.</p>	
11.	<p><b>Any other business</b></p> <ul style="list-style-type: none"> <li>• Suggestions were sought for future presentations.</li> <li>• Perry showed a Healthwatch Award that the practice won in partnership with the local Autism Support Crawley group. Healthwatch England were also involved in creating an action plan to help those patients who are on the autistic spectrum. Jane mentioned that she felt more could be done to help adults with autism as her adult son who has the condition had a recent problem at the surgery. Perry will discuss this with her after the meeting.</li> <li>• Gordon asked whether the recent adverse publicity regarding the latest flu vaccination had affected the uptake of patients having the jab. Perry said that numbers have not been affected to date.</li> <li>• Dave asked about the pneumonia vaccination, which should be offered to all patients over 65.</li> </ul>	
9.	<p>Date of next meeting: <b>Wednesday 6 December 12 - 2</b></p>	