**MINUTES OF THE PPG NETWORK MEETING HELD**

**10-12 NOON ON 3RD FEBRUARY 2012**

**IN THE BOARDROOM AT PHOENIX PLACE, BASILDON**

**Those Present:**

Marion Wilson (Chair) – Billericay Medical Centre

Len Green – Murree Medical Centre

Larry Collins – Purfleet Care Centre

Malcolm Bigg – Rockleigh Court Surgery, Shenfield

Julie Lay – Rockleigh Court Surgery, Shenfield

Charlotte Smith – Dilip Sibnis Medical Centre, Chadwell St. Mary

Alan Smith – Dilip Sibnis Medical Centre, Chadwell St. Mary

Yvonne Wright – Purfleet Care Centre

Ronald Harris – Dipple Centre East Wing, Pitsea

Marlene O’Moura – Clay Hill Medical Centre

Helen Blower – New Surgery, Brentwood

Stephen Bonnington – Hassengate Medical Centre, Stanford-Le-Hope

Maureen Cashing – Hassengate Medical Centre, Stanford-Le-Hope

Dr Ambikapathy – PPG Federation, Basildon CCG

Jacqui Stephens – East Tilbury & Corringham

Derrick Early – East Tilbury & Corringham

Charles Novis – Western Road, Billericay

Margaret Dunn – Billericay Medical Centre

Nicky Hart, Head of PPI, NHS South Essex

**Apologies:**

Jan Spencer

Diane Osborn

Marguerite Cutting

Mario welcomed everyone to the meeting, and invited those present to introduce themselves around the table as there were some new faces.

Marion then went through the minutes for accuracy. There were no corrections, so the minutes were accepted as an accurate record of the meeting. Marion complimented Nicky on the full minutes provided.

Marion then turned to matters arising from the previous meeting.

Health and Well-being Boards – members had identified that they would like more information at a future meeting. Nicky advised that as the agenda for today’s meeting was already very full, she proposed that this item be addressed at the next meeting, when more would be known and there would be more time to discuss.

Marion then welcomed Maureen Spencer and Dr Donald Law from the East of England Ambulance Service Trust (EEAST). A copy of the presentation and information is attached to these minutes.

Helen asked if these were proposals for a new service, or if the service was already in place. Maureen advised that the service had been in place since 2004.

Charles advised that the Clinical Quality Review Group reviews these performance figures at their monthly meetings.

Maureen advised members that they would be welcome to visit the out of Hours service HQ at Chelmsford. She asked Nicky to circulate her contact details to members, so that they could contact her direct to arrange a visit. She asked for visits to be made in groups of up to 4.

In answer to a question, Maureen advised that when patients call the service, their first point of contact is a call handler, who works for either EEAST or NHS Direct. The call handlers are trained to 999 standards, and follow a nationally agreed algorithm. The call handlers record information from the patient, so when the call is forwarded to a clinician, all the necessary information is already there for the clinician to make the decision as to whether the patient needs to be seen (either with an appointment or a home visit) or if some advice over the phone is all that is needed. Approximately 45% of callers are given an appointment to be seen at an out of hours primary care centre.

Maureen assured members that the out of hours doctors are local working GPs, they are not locum doctors brought in from elsewhere to provide this service. They are not allowed to work a night shift if they have already worked a day shift in their own GP practice.

Post meeting information from Charles Novis: the figures provided by Maureen do not include those from SEEDS acting for the contracted in doctors. The SEEDS profile is very similar to EEAST and their figures are about 50%-55% those of EEAST, so the total number from SWE is about 53,000. About 27,000 of these are dealt with by face to face consultation at a Primary Care Centre. The monthly review meetings monitor the hours worked by each GP in the Out of Hours service. No GP is allowed, or expected, to undertake an overnight session followed by regular surgery in the morning.

Maureen advised that NHS 111 will take over NHS Direct from April 2013. However, patients will just need to dial their GP practice as they do now – they will then be given the correct number to ring.

The Out of Hours service is going out to tender. Charles advised that he is a member of the project group, as is a representative from South East Essex and he will keep this group updated. The project group also includes GP representatives from SWE and SEE CCGs.

Julie advised that she had used the out of Hours service, and found it to be really good. However, she flet there is a lack of awareness of the service.

Nicky advised that there will be a local and national communications campaign to raise awareness of the NHS 111 service once it is in place.

Yvonne asked if it would be possible to get information on how their practice’s patients access the Out of Hours service. Maureen said she would be happy to provide Yvonne with a year’s data. If any other practice managers would like this, she can provide it on request.

Derrick asked how well informed the despatcher is of local traffic conditions. Maureen advised that all Essex calls go through the Chelmsford call centre, so there is local knowledge. Also, all ambulances have GPS systems, which show traffic congestion, so they would pick the most appropriate route.

Maureen can be contacted by e-mail: [Mo.Spencer@eastamb.nhs.uk](mailto:Mo.Spencer@eastamb.nhs.uk) Or phone: 01245 444565 (direct Line).

Marion thanked Maureen and Donald for the presentation and discussion.

As Mandy and Tonia were unable to be at the meeting, Nicky provided a brief update on CCGs.

There is still a state of flux in some CCGs, as they move towards their final format for authorisation.

Basildon and Brentwood Groups have now become a single CCG, which means that the new larger group can consolidate skills and resources to take forward the next steps towards authorisation. The group will become responsible for leading on the Basildon hospital contract, and also lead for Essex in liaising with the London Group who are the lead commissioners for Queen’s Hospital in Romford.

Len Green advised that he has been tasked with setting up a patient reference group for Thurrock Managed Care CCG. He will be liaising with LINKs, patient participation groups, voluntary sector groups and the Thurrock Association of Voluntary Services. He will keep this group updated at future meetings.

Marion then spoke about the Dignity campaign, which will be launched by Paul Burstow, the Minister for Social Care, at the House of Commons on 22nd February. A copy is attached to these minutes.

Phillip Clark had been due to attend the meeting to give an update on phlebotomy in Billericay and Brentwood, but unfortunately he was unable to attend on the day. He sent his sincere apologies, and asked for the attached briefing to be circulated with the minutes.

Marion then initiated a discussion about the election of a chair. She had commented at the previous meeting that she had agreed to take on this role on an interim basis, but felt it was now time for an election to be held. Members had been invited to put forward any nominations, and Dr. Ambikapathy had indicated his willingness to stand. However, Dr. Ambikapathy said at the meeting that if Marion was willing to continue, he would withdraw. Marion was therefore unanimously elected chair. Dr. Ambikapathy kingly agreed to continue as vice-chair.

Members then contributed to the round-up of news from their practices:

Marion advised that their last newsletter was distributed in November. They now have a new Head of Practice (following the retirement of the previous head) and a new name: Billericay Medical Centre. John Baron MP is coming to talk to their next PPG meeting to talk about the changes in the NHS.

Marlene advised that the Vange Health Centre group meets monthly, and that they have a new chair and acting practice manager. They are currently working on a newsletter, and are planning an open day for April/May – format and topic to be agreed. Their surgery still opens on a Saturday morning.

Larry Collins from Purfleet Care Centre advised that they have had to postpone a couple of meetings due to people not being able to attend for various reasons such as Christmas, personal problems. They have had a raffle, and raised £100 for equipment. The probation service had arranged for people on community service to spruce up the care centre and gardens. Their group is meeting again next week.

Dr. Ambikapathy advised that the Deputy Mayor came to their last meeting. The CCG is organising an open day for March/April, to explain the CCG’s role going forward.

Ron Harris from the Dipple practice advised that a new practice manager and a permanent GP have now joined the practice. Another new doctor is due to start on 1st March.

Derrick Early from East Tilbury advised that he now had the necessary documents in place for a revamped PPG. He is now working with Jackie Stephens (who chaired the patient group some years ago) to move the group on.

Len Green from the Murree Medical Centre advised that his practice has not signed up to the PRG DES. However, he is working with the Thurrock CCG to set up a patient group, which will include representatives from the practices within this CCG.

Charles Novis from Western Road Surgery in Billericay advised that his practice has signed up to the PRG DES, and are taking it seriously. They already have 580 patients signed up to the PRG, and are talking with patients to identify current issues. Their practice has online booking for appointments, and members of the PPG have volunteered to publicise this and to give training to patients if they are not sure how to use it.

Julie Lay and Malcolm Bigg from Rockleigh Court Surgery in Brentwood advised that their PPG is still working well. The carers pack that Malcolm had mentioned at a previous meeting is now being given out by surgery staff. The plastic wallets are paid for by the surgery, and the information which is included is obtained from relevant organisations. Malcolm shared a flyer on diabetes which their group has developed, and Boots are putting it into the prescription bags for patients who have diabetes medication. The flyer was designed by the Brentwood Voluntary group for Diabetes and was submitted for approval to Diabetes UK. They have had a joint meeting of the practice’s PPG and PRG, and agreed what their functions are and how they will work together. The PPG will continue to have monthly meetings, and the PRG will have quarterly meetings which will include the PPG – so they are working together. They are currently reviewing the feedback from the questionnaire whick was sent out to the PRG e-mail group. Brentwood CCG has set up a patient group for commissioning, which has been based on the previous Brentwood Community Hospital Patient Experience Group. Malcolm felt that the new group had got off to a good start.

Derrick asked how the voluntary diabetes group is funded – Malcolm advised that they have a very active fundraising programme.

Helen Blower from the New Surgery Brentwood advised that they have been undertaking patient surveys, which include parking and clinical care. From the comments received back, actions have been identified and will be taken forward. They have an active PPG, and the GP practice works closely with them.

Charlotte Smith from the Dilip Sibnis Surgery apologised for not having been able to attend this group before. She said they had been a very active group, but some members have now left, so they have a core group of 6 remaining. Previously they have organised seminars and health events, but she has been finding it difficult to get people on board to organise events. Charlotte attends meetings such as this one today, and feeds back any information received to the other members of the PPG. She would like to get information on the PPG to go out to all of the patient population, but finds it difficult to do this, and the practice does not currently have a website.

Jacqui Stephens said that PPGs need funding for printing etc.

Larry Collins said that they fundraise at the surgery. Jacqui’s group could also consider applying for funding from the community forum – each local councillor was awarded £2000 by Thurrock Council to support local groups.

Stephen Bonnington and Maureen from the Hassengate Surgery advised that their group was established 21 months ago, and that they now have a written agreement with the practice on what the PPG will do, and what the practice will do 9eg postage, photocopying). They have a committee team of 8, and their main work has been around the DES. The practice has always undertaken annual surveys (in liaison with the PPG). Jayne Mason is a member of their PPG and has given them guidance for the PRG DES. They already had a virtual patient group set up, and have used this for the PRG DES. They have survey sessions in the surgery’s waiting room, and got a 25% response rate to a survey on line. The surgery is developing an action plan in response to the survey – this will be discussed with the PPG. The practice is trying to get younger people involved, and is working with the local performance college. They have a Facebook page set up, but at the moment are not sure how best to use it. They have updated the ‘Welcome to the Practice’ booklet. They have worked with local businesses to get sponsorship for the noticeboards in the waiting area, which was well received by the practice.

Any Other Business: Marion advised that Ron had analysed attendance at these meetings, and Friday mornings got better attendance – the next meeting will therefore be on a Friday morning.

Marlene highlighted the conference that is being organised by Basildon CVS on 17th March at the Basildon Centre, which will be attended by the PCT, hospital, SEPT. LINk and councillors, amongst many others. She encouraged everyone to attend.

Charles highlighted the next locality meeting for South West Essex LINk, which this will be on 28th February on the virtual ward – helping people to stay at home rather than being admitted to hospital.

Future agenda items:

Update on CCGs

Health and Well-being Boards

Update on Out of Hours/NHS111 project

Marion thanked everyone for attending, and closed the meeting.

Date of next meeting: Friday 20th April 2012 10-12 in the Board Room at PCT headquarters, Phoenix Court, Christopher Martin Road, Basildon SS14 3HG