

**MINUTES - PATIENT PARTICIPATION GROUP  
13 January 2014**

***Pre-meeting 5 – 6 pm, with the formal meeting 6 – 7pm***

**Attendees:** Arthur Williams, Barbara Williams, Peter Bishop, Liz Goodall, Lis Hind, Sheila Allen, Jack Crawford, Kay Orme, Ellie Wright, Debbie Newton, Rachel Taft (minutes)

- 1. Apologies:** Jeffrey Philips
- 2. Minutes of the previous meeting (23 November) – agreed**
- 3. Election of Chairperson**

Jack Crawford was proposed by Arthur and seconded by Liz Goodall. All those in attendance supported his election. Congratulations to our new Chairman, and sincerest thanks from the PPG and the practice to Arthur for keeping the chair warm as Acting Chairman and steering the PPG for the last four months.

**4. Helen Hart, Healthwatch**

Helen attended to brief the PPG on the role of Healthwatch. They are the national consumer champion in health and care, and want to spread the word about their role in improving healthcare. More info can be found at [www.healthwatch.co.uk](http://www.healthwatch.co.uk).

Helen provided packs and Kay and Ellie will distribute to local organisations and at QEGS. The practice is also distributing information with all prescriptions this month as well to aid awareness.

**5. A&E CCG extraordinary meeting**

As per Rachel's email to the PPG (3/1/14), she will do what she can to encourage the CCG to replace the project lead (Gemma Treasure). Unfortunately, until such time as the CCG appoints someone to take the project over and move it forward, there is no further action. The PPG and the practice are not pleased with this outcome.

**6. Practice survey**

The draft survey was discussed and suggestions noted. Further suggestions and comments will be welcomed – please contact Rachel by Friday 17/1/14. The intention is that the survey commences next week.

## **7. Practice update**

- a. Did Not Attends – we are continuing to monitor these and they continue to be high – a total of 507 for October-December 2013.
- b. Shingles – the vaccine is now back in stock. Patients aged 70 OR 79 as of 1/9/13 are eligible. Appointments can be made with a nurse.
- c. Call up board/automated arrivals – many thanks to all patients who responded to Rachel's email regarding the issues with not being able to get the board to work as it did pre-upgrade of the clinical system. The majority agreed that patient safety concerns outweighed discomfort at having names displayed on the board (used to call patients into the consultation rooms). As a result, the practice is now attempting to get the system up and running without the confidentiality module.

## **8. AOB**

A member of the PPG brought in a leaflet from NHS England that is in the process of being delivered to all homes. This leaflet concerns Care.data – this is anonymised data from your record which will be used by the NHS to 'plan and improve services for all patients'. For more information, please see the 'Care Data' page on the practice website, or [www.nhs.uk](http://www.nhs.uk) .

Rachel explained that this data upload is different to the Summary Care Record (which details patient specific medication and allergies accessible by other services such as A&E).

NHS England has decided that data will automatically upload UNLESS patients actively 'opt-out'. You can do this by letting Reception know by phone, via the website or email [admincliftonroad@nhs.net](mailto:admincliftonroad@nhs.net).

## **9. Dates of next meetings**

- a. **10/3/14**
- b. **12/5/14**