

Farnham, Hart & Rushmoor Patient Participation Group Meeting

Meeting Details

Title: Farnham, Hart & Rushmoor Patient Participation Group Meeting

Date: 19th September 2012 **Time:** 19:00 - 21:00

Venue: Rushmoor Borough Council, Farnborough GU14 7JU

Meeting No: 09

Attendees:

Lead GP for the North East Hampshire Clinical Commissioning Group	Dr. Olive Fairbairn	√
Head of Communications and Engagement	Mel McKeown	√
Hampshire Link	Frank Rust	√
PPG Chairman	John Debenham	√
PPG CCG Representative	Donald Hepburn	A
PPG Secretary	John Baxter	√
Lead GP for the North East Hampshire Clinical Commissioning Group	Dr. Andy Whitfield	√

Alexander House Surgery	Audrey Goodale	√	North Camp Surgery	Colin Masters	√
Brankenswood Healthcare Centre	Tba		O'Donnell Practice	Harry Baker	√
Crondall New Surgery	Sharon Blackburn		Princes Gardens Surgery	Ron Baker Emma Thompson	√
Downing Street Surgery	Ian MacDonald	√	Richmond Surgery	Donald Hepburn Rikki Willis	√
Fleet Medical Centre	Wolfgang Hamann Robert Davis	√	Southwood Medical Centre	John Baxter	√
Giffard Drive Surgery	Marilyn Saker Robert Mellor	√	Southlea Group Practice	Wendy Joseph	A
Hartley Corner Surgery	Anne Strong	A	The Border Practice	Denis Shepherd Peter Smith	√
Holly Tree Surgery	Clare Pointer Robert Jones	√	The Farnham Dene Medical Practice	Helen Kane Michael Maher	X
Jenner House Surgery	Brian Jupp Jacqui Suggs	√	The Ferns Medical Practice	Steven Clark Fiona Sparke	X
Mayfield Medical Centre	Eric Mead / Mark Miller Nicola Jones /Martyn Marsh	√	The Oaklands Practice	Tba	
Milestone Surgery	John Debenham Ian Scott	√	The Wellington Practice	Tba	
Monteagle Surgery	Duncan Peacock	√	Victoria Practice	Peter Williams	A

A = Apologies sent

Attachments:

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Agenda:

- | | | | |
|-----|---|---|---------|
| 1.0 | Welcome and Introductions | | 5 Mins |
| 2.0 | CCG Updates 19:05 - 20:00 | | |
| 2.1 | CCG Update | - Dr. Olive Fairbairn | 15 Mins |
| 2.2 | Talk on "Commissioning" | - Dr Andy Whitfield | 25 Mins |
| 3.0 | Sub-Group Updates 20:00 - 21:00 | | |
| 3.1 | Extending PPG Representatives | - Update – Ron Baker / Emma Thompson | 5 Mins |
| 3.2 | Patient Engagement Group (PEG) | - Update - Wolfgang Hamann / Donald Hepburn | 15 Mins |
| 3.3 | Induction Pack | - Update - Ian Scott | 15 Mins |
| 3.4 | Community Nursing experience | - Update - Anne Strong | 15 Mins |
| 4.0 | Any Other Business | | 10 Mins |
| 5.0 | Date of Next Meeting 31 st October | | |

Close

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Minutes of the Meeting

1.0 Welcome and Introductions

The meeting opened with an introduction of those present and a welcome to our Guest Speaker Dr Andy Whitfield

2.1 CCG Update - Dr. Olive Fairbairn

Olive gave an overview of the current status of the CCG as it continues to work towards Authorisation. All papers have now been submitted. Appointment interviews were now being conducted. They had received several good candidates for the nurse post to be shared with Surrey Heath and they were interviewing tomorrow.

Olive wanted particularly to thank all those who responded to her request for feedback on Dementia Care which helped to support her bid for funding.

Olive advised the "Out of Hours" service was going out to tender, which would also support Surrey Heath and Bracknell. All Practices would contribute. A working group would be set up across the 3 CCGs.

2.2 Presentation on Commissioning - Dr. Andy Whitfield

Dr Andy Whitfield gave an extensive review of the commissioning process and how the CCG was set up. Andy presented a significant number of slides. We have requested a copy of the slides to attach to the minutes for later discussion and review. In sharing the commissioning cycle we were advised of some changes to Maternity care being undertaken by Frimley Park Hospital. In particular Berkshire now moving their Maternity services to Frimley Park along side Surrey and Hampshire. We thank Andy for an interesting and extensive presentation.

3.0 Sub-Group Updates

3.1 Extending PPG Representatives - Update – Ron Baker / Emma Thompson

Ron responded to his extended remit to try to understand why PPG representatives were consistently missing meetings or failing to respond to calling notices or minutes or even joining / supporting the group.

Ron analysed all the attendance records and spoke to a number of people to get their view. The responses were less than positive. Areas cited were the demographics of the attendees. The confusion between the group strategic role and the PPG local role. The time taken to progress the meetings with 25+ attendees. The perceived lack of a Terms of Reference.

A proposal was put forward for the Chairman to visit some PPGs to explain the Groups role and elicit support.

3.2 Research Committee - Update - Wolfgang Hamann / Donald Hepburn

Wolfgang Hamann reported on activity of the PEG. As planned, Donald Hepburn collated survey results available on the internet from practices within the NEHFPPG. Seventeen out of 24 surgeries have published surveys. Two types of questionnaires (Survey Monkey and General Practice Assessment) were used.

Questions differed between surveys. The result of this compilation are therefore only qualitative. There is an obvious need to ask identical questions, in order to facilitate quantitative surveys.

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The surveys addressed mainly administrative issues, e.g. helpful reception, opening hours, waiting times, general level of satisfaction, ease of making appointments.

Clinical issues focused on people skills of the clinical staff.

WH mentioned a recent survey (not part of Donald's compilation) where there was spontaneous concern by many patients about waiting times and availability of physiotherapy services.

Administrative topics are better be dealt with at the surgery level, whereas clinical questions are more suitably addressed NEHFPPG wide.

3.3 Induction Pack - Update - Ian Scott

Ian presented his updated Induction pack which in principal was accepted. Following Ron's comments on lack of attendance it was agreed that it would be helpful to have an induction briefing for all new group members. It was also agreed that we should ask to attend the Monthly practise managers meeting to encourage a more positive response to supporting our group.

3.4 Community Nursing experience - Update - Anne Strong

Anne was regretfully unable to attend this meeting and sent her apologies.

4.0 Any Other Business

4.1 Proposed letter to the Chief Executive of Hampshire PCT re concerns over poor service related to new housing - John Debenham

John provided a copy of the response to his letter for the group to review.

5.0 Date of Next Meeting

The next meeting will be on **31th October**

Future Meeting Dates:, , 12th December

The meeting Closed

POST Meeting Note:

My full time role and other commitments / interests have been increasing over the last 3 months and this role has also significantly increased as new groups have joined .

Over the last two years we have increased from the initial 12 surgeries to 25. The Email correspondence and documents now require someone who can be dedicated to support the group and therefore I have regretfully decided to step down as Secretary of the Group.