

Patient Representative Group (PRG) for Pound Hill Medical Group

Minutes of meeting on 21 March 2018

1. Apologies

- 1.1 Apologies were received from Peter Chatfield; Sheila Drury; Leslie Marginson; Anita Wright

2. Welcome and Introductions

- 2.1 Perry chaired the meeting in Peter's absence due to ill health.

3. Minutes and matters arising of last meeting (on 6 December 2017)

- 3.1 The minutes were approved.
- 3.2 The following should be added to the minutes of the special meeting on 21 February:
"4.2 Gordon also suggested the postcode lottery as a potential funder for the Community Footcare project and agreed to provide Jim's email to a contact who may be able to assist with the project."

4. Any further report and actions from CQC meeting and assessment on 28/11/2017.

- 4.1 The CQC inspectors are due to return before November to review progress on the "requires improvement" areas. The next inspection should not be for up to 5 years.

5. Update and information concerning the Friends Footcare Project

- 5.1 The paper circulated on this was discussed, with the following points made:
- agreed changes to the constitution, in particular the 3 year period for re-election
 - Perry is to survey about 400 diabetic patients about their footcare and suggested we might involve some in the project, even if informally
 - a GP had suggested running a free pilot for patients identified by the practice. The **Friends will need to discuss with the podiatrist**
 - it was explained that the Friends had not been able to find earlier examples of this project, but it was suggested we check with the National Patient Group Association to see if they know of any similar enterprises
 - we will need to ensure consistency of funding to ensure expectations are not dashed later through lack of funds
 - would local businesses, especially perhaps pharmacies, be willing to support?
- 5.2 It was agreed that any other comments should be passed to Jim, together with the names of any who wished to join the Friends. Otherwise the proposals in the paper were agreed.

6. Update and any requirements from Friends AGM for inclusion at PRG meeting in June

- 6.1 No points were raised about the outline Annual Report. It was agreed that the June PRG meeting should incorporate the Friends AGM.

7. Discussion and update from the previous proposal to update/rewrite PRG's website

- 7.1 It was explained that the work needed to completely update the website was not affordable, although a couple of cheaper options might be worth exploring.
- 7.2 It should, however, be possible to revamp the PRG page. In considering how this might be done, several similar sites had been viewed. Points made in discussion were:
- the website should clarify the role of the PRG

- PRG should be concerned with general issues rather than individual complaints (which were for Perry to deal)
- the website should provide PRG members' names, but not individual contact details
- a central PRG e-mail account could be set up through the Practice
- Jim agreed to draft the text** for PRGs approval

7.3 **Perry will arrange** to meet Jim in April to take this forward.

8 Any update and actions required from CPRG and CCG meetings

- 8.1 Gordon had provided notes of the January and February meetings. He remained concerned that inadequate time was available to discuss Crawley specific issues.
- 8.2 He also reported that PHMG had not been allocated funds (£20k+) connected with the Hub. Perry agreed to raise this at the imminent manager level group but did not hold out much hope for a different decision. The PHMG, along with some other Crawley practices, remained opposed to the Hub, due to issues such as data protection; diluting local responsibility, and the limited range of ailments covered by the scheme.

9. Any topics/concerns raised by patients requiring our attention

9.1 Peter has met with Perry to review the complaints received by the Practice.

10. Thoughts and suggestions for future presentations to our group

- 10.1 Giselle is due to attend the June meeting to talk about the acute service.
- 10.2 It was suggested that dementia might be another good topic for a presentation.

11 Any other business

- 11.1 PHMG expects about 1500 extra patients from the expansion near Copthorne. The bulk of the new Forge Wood patients would fall to other surgeries, but if they are unable to cope, PHMG and others could be adversely affected.
- 11.2 In accordance with the PRG constitution, Peter and Gordon were unanimously re-elected as Chair and CPRG representative respectively.
- 11.3 Perry reported new EU Data Protection Regulations were due to be implemented. For example, text reminders of appointments would only be able to be sent with the recipient's express consent. Publicity is being prepared (posters/phone/website).
- 11.4 Perry said that Easter is traditionally the Practice's busiest period. Extra locum sessions were being arranged, but a large proportion of appointments would be reserved for "on the day" booking.
- 11.5 It was suggested that the meeting should always start with personal introductions.

Chair to note

12 Next meeting(s)

- 12.1 The dates for meetings for the rest of the year are:-
- 20 June at 1pm**
 - 19 September at 1pm
 - 5 December at noon.

Attendees: Perry Anderson; Brian Bell; Janet Copeland; Dave Dobson; Jane Green; Pam McGough; Patricia Osborne; Gordon Robson; Jim Sarjantson

23 March 2018