



## **Patients' Voices – The Garden City Practice Meeting 16 – Tuesday 10 May 2016**

In attendance: Dr Nury, Sarah Ellingworth, Natalie Cox, David Ball, Suzanne Meenan, Martin Norman, Janet Gibson

Apologies: Roz Shults, Tony Baird

### **16.14 Welcome and membership**

DB confirmed that membership had remained the same as last meeting.

### **16.15 Minutes of meeting 8 March 2016**

The Minutes were signed as correct.

### **16.16 Matters arising**

There were no matters arising that were not covered in the agenda.

### **16.17 Declarations of Interest**

None.

### **16.18 Report on the recent CQC Inspection**

SE reported that the CQC inspection had taken place on a re-arranged date of 27 April 2016. All Practice staff had been involved in what was a comprehensive exercise. A brief feedback session had revealed 3 minor areas to be addressed but all detail would be received in the report which is likely to take ~10 weeks to be issued. The Practice will receive an assessment rating which it is obliged to make public. Two of the three surgeries had been visited and all members of staff spoken to. DB had also spoken to the inspector. TB and JG were to receive an email from the inspector but to date this has not been received.

### **16.19 Feedback from PCG meeting 19 April 2016**

TB had attended the PCG meeting and the subsequent Locality Board meeting. DB read TB's report (via email) to the Committee and the relevant extract from the report is included below:

*Report.*

*I explained that Dr. Wilson wanted to check three points :- Effective Membership, Achievement and Barriers to Progress and to treat them as traffic lights with green being the best. Most of the Practices had difficulties in one or the other but that we could claim green on all sections as we had a good team with excellent Chairman, Secretary and Practice Managers, 100% support from our Doctors with one at every meeting. We also have a*

*Constitution and have had two successful AGM's and could possibly help at future meetings.*

The Committee recorded its thanks to TB for representing Patients' Voices.

### **16.20 Virtual Group sub group**

DB reported on progress by the sub group. A text message had been sent by the Practice, by NC, to most patients who have supplied mobile phone numbers, inviting them to join the virtual group. DB reported that he had received ~50 responses which is very positive. DB is emailing respondents individually sending them an explanatory note. It is the intention that they will be invited to join the Facebook page and we also aim to issue a question in the near future to get the group active.

The virtual group has been included as an item in the newsletter and is appearing on appointment cards and flyers.

SM discussed the possible use of Survey Monkey which was enthusiastically endorsed by the Committee.

NC will continue with the recruitment campaign.

### **16.21 Any other business**

#### **DB raised the following points:**

- A card for Dr Shilliday's retirement will be posted to him by the Practice (signed by PV members).
- Dr Archdeacon's daughter, Tamsin, was born last week. The Committee sends its warmest congratulations.
- PCG had asked the group to ensure that the 111 service is receiving high profile publicity – SE confirmed that it appears on the Practice home page.
- NAPP had issued a newsletter with a survey on Patients Online. NAPP encourage patient groups to respond. MN confirmed that he will do this, liaising with SE.
- The annual Health Fest will take part on Saturday 21 May. Volunteers are welcome at the Howard Centre from 10.00 – 14.00.
- Carers Week 6 – 12 June – SE reported that an event will be held on Wednesday 1 June at Haldens where the carers champion, Tracey Lockyer is based. Carers will be invited for coffee from 13.00 – 15.00. The intention is for information to be handed out on the support that is available and for the event to be an opportunity for carers to meet others in a similar situation.
- New premises – SE reported that the Practice is looking at Parkway Clinic to amalgamate its current 3 surgeries. It is already an NHS site, owned by the Property Trust. SE is speaking to the landlords and to the CCG who are supportive of this project. A business case will be presented to NHS England. SE will also discuss with Lynda Dent. Patients' Voices confirmed its support and will help in discussions and public meetings.

### **16.20 Dates of next meetings**

Tuesday 12 July

Tuesday 13 September

Tuesday 01 November

Tuesday 10 January 2017 (AGM)

## **ACTIONS**

- **NC to continue with virtual group campaign**
- **DB to reply to incoming requests to join the virtual group**
- **Card for Dr Archdeacon to be signed**
- **MN to liaise with SE on NAPP survey**
- **Health Fest Saturday 21 May – volunteers welcome**
- **Carers week event Wednesday 1 June – volunteers welcome**