

Minutes of the Acorn Surgery Patient Participation Group (Acorn Patient Team)

31st January 2017, 6-7pm, Room G89, OakTree Centre, Huntingdon

Present: Martin Wilsher (Chair), Claire Holman (Vice Chair), Dean Bloom (Treasurer), Trish Hawitt Palmer (Acting Secretary), Peggy Clark, Roger Bruce, Brian Shoemsmith, Carol Primett, Chris Osborne, Robert Mulroy, Mary Blackhurst-Hill.

Agenda item		ACTION
1. Welcome & Apologies for absence	Apologies were received from Izzy Wynn, Paul Westerman, Marilyn Hulyer (new member) and Verena Bruce	
2. Minutes of the last meeting	The minutes of the last meeting in November were signed by the Chair as a correct record of what took place.	
3. Matters arising	There were no matters arising from the previous minutes for discussion.	
4. Treasurer's report	The Treasurer tabled details of the financial situation and reported that that has been no change to the balance of £796.67 since the AGM but a further £76.40 is to be paid in from recent book sales. Although income from this source continues to be healthy and relatively static, it was suggested moving the book cases around in the waiting areas might attract more attention and therefore increased sales. THP to action.	
5. Patient Survey 2016 report; analysis & action planning	The outcomes of the last national patient survey had been previously shared via email with the group, with an action to study the outcomes in detail and decide on next steps. However, following further consideration it was felt that this will take a more dedicated period of time to undertake in order to facilitate the content of the next survey. Plans to launch a new survey in the Spring; Brian S suggested forming a focus group to address this and to take things forward. It was suggested that the PRG should be more actively engaged with and their views sought as uptake on responses from the this group is disappointingly low. This area to be set as one of the priorities for this year. The approach to the Friends and Family Test feedback process to be refreshed, and the suggestion for the forms to be handed out to patients at reception may help to boost numbers. THP to action. The matter of patient surveys and engagement for further discussion at future meeting.	
6. Role of PPG Secretary	The Chair raised the continuing issue of the vacancy of PPG Secretary, a role which THP has filled for the past year or so. It was agreed that this role should be taken up by a patient, rather than a member of the Practice. Mary Blackhurst-Hill kindly offered to take on this role and will meet with THP in due course to discuss the role in more detail.	
7. CQC Inspection Feedback	THP gave a resume of the inspection day, reporting that the Team had prepared well and that feedback during and at the end of the day was excellent, with no negative comments offered by the Inspectors. Report should take around 2 months to arrive and the rating will be shared as soon as available. In any event, the Practice has to advertise the final rating within 21 days of notification.	

<p>8. AOB</p>	<p>a) Claire H brought to the attention of the Group the situation with Hinchingbrooke and Peterborough hospitals merging as one Trust and forming North West Anglia Foundation Trust from 1 April 2017. There is an opportunity for membership to influence decisions and the CCG's patient lead is encouraging all PPG members to join from practices across the area. THP will send link on email from CH. A poster advertising this was suggested for the waiting area.</p> <p>b) Peggy C raised an issue of a complaint passed to her direct. THP confirmed that she had been communicated with directly by the patient concerned and has the matter in hand in line with the Practice's complaints procedure and agreed not appropriate for open discussion in this forum.</p> <p>c) THP updated on the situation re label printer for the INR clinic and asked if the PPG are still in a position to make a donation for the purchase of this kit, which will inevitably improve safety as it negates the need to handwrite results or print out dose information an A4 sheets of paper, which can be easily misplaced.</p> <p>d) Carol P highlighted Stroke Awareness week begins 22 April; there was brief discussion re health awareness to include BP checks on eg. a Saturday. As the Spring newsletter will be due soon, it was suggested that this could be promoted within this edition; THP will begin drafting the next version of the newsletter meantime.</p> <p>e) THP asked for consideration to be given to an Acorn patient who is homeless and the possibility of supporting this person as an Acorn Patient Champion to help with non-patient related tasks within the Practice, ie. waiting area, notice boards, leaflet racks, etc. Due to time constraints, there was insufficient time to discuss whether the Group might support homeless patients in general terms and agreed this will be placed on the agenda for next meeting.</p>	
<p>9. Date of next meeting</p>	<p>Tuesday 28th February 2017, 6pm</p>	