

WOKINGHAM AREA PPG FORUM

Minutes of the meeting
at Woosehill Medical Centre
Thursday 19th September 2013

Present : For WCCG David Cook (DC)
Andrew Price (AP)

For PPGs	Benedykt Krauze	Brookside Group Practice
	Julie Wills	Burma Hills Surgery
	Pat Evans	Finchampstead Surgery
	Jackie Trick	Loddon Vale Practice
	Rebecca Day	Loddon Vale Practice
	Andy Wells-King	New Wokingham Road Surgery
	Roberta Stewart	Swallowfield Medical Practice
	Sandy Smith (SS)	Swallowfield Medical Practice
	Tom Berman (TB)	Wargrave Surgery
	Tony Lloyd (TL)	Wargrave Surgery
	Philip Amps	Woodley Centre Surgery
	Keith Cattran	Woosehill Medical Centre
	Michael Taylor	Woosehill Medical Centre
	Teresa Gautrey	Woosehill Medical Centre
	Sharon Connolly	Woosehill Medical Centre
	Christine Allen	Woosehill Medical Centre

Apologies for absence: Barry Harris, Stephen Evans, Julie May, Fran Leafe,
Christine Holland, Ricky Taylor

1. Introduction

Newcomers welcomed to this meeting were Rebecca Day, Teresa Gautrey and Sharon Connolly.

There were at this Forum meeting representatives from 9 out of the 12 Wokingham area practices that have PPGs. **It was agreed that learning from each other's progress was useful and therefore both David Cook (DC) and Tom Berman (TB) would take steps to encourage all 12 practices to send at least one representative to future PPG Forum meetings.**

2. Minutes of the last meeting (20/06/2013)

These were agreed.

3. Matters arising

All matters on the current Agenda.

4. Exchange of information on practices' PPG development

Sandy Smith gave a presentation on the progress of the PPG at Swallowfield Medical Practice. This is a practice of about 11,000 patients in a largely rural or semi-rural area. Its PPG was established four years ago; it currently has 9 patient representatives and meets with one doctor and the practice manager. Roberta Stewart is the Chair and the Assistant Practice Manager acts as secretary. They have recently agreed to hold an annual AGM with all the practice's GPs attending.

The Swallowfield PPG belongs to NAPP (the National Association for Patient Participation).

Swallowfield has an established Patient Reference Group (PRG) with currently 487 members all signed up electronically. The doctors have proposed capping it at this number.

SS gave a number of examples of initiatives taken by their PPG:- It has organised volunteers to provide transport for patients; it funded the installation of automatic doors; it has produced a dedicated newsletter and has included a PPG link on the practice's website. Latterly it has organised a First Aid event.

Following this interesting presentation, there was a discussion about appropriate targets for PRGs. It was agreed that the list comparing the position at the 12 Wokingham area practices was a useful spur for the less advanced, and that a target of 10 per cent of the patient list was a reasonable target (taking into account that generally less than half of the PRG members will respond to any questionnaire issued to them).

In the general discussion that followed, it was recognised that a number of the area practices, whilst claiming that they have done their bit by setting up PPGs, are not very supportive of their PPG. **DC agreed that the CCG could in future be more forceful in persuading doctors to be proactive in developing their PPGs; and in the same vein, it was agreed that the Chair (TB) should write to all of the practices about the importance of growing their PRGs.**

The Forum had now received presentations from most of its PPG members, and **it was agreed to continue with a second round with Wargrave and (hopefully) Parkside detailing their latest progress at the next meeting (in November).**

5. Wokingham CCG Budget to support patient and public engagement.

The Woosehill Medical Centre's PPG had previously (email 12/08/2013) circulated its concerns about the proposed WCCG budget of £5,000 to support patient and public engagement, and this meeting's discussion of this was led by Sharon Connolly and Teresa Gautrey. They emphasised that the grass roots support, which was really required and would be most effective, was at the level of the individual Wokingham area PPGs; yet the funding offered by the CCG was restricted to this PPG Forum, which was ill-equipped in terms of its constitution, membership and financial status to handle it. In any case the suggested use of the £5,000 for such things as Forum newsletters, website etc, while possibly helping to promote the CCG, would not help the PPGs to engage with their local patients or to increase the numbers enrolled in their PRGs. So the outstanding question was: Could the CCG £5,000 budget be better directed to the individual PPGs?

The response from DC and Andrew Price (AP) was in summary that the CCG is limited by its legal powers and duties as to where it is allowed to spend money. There has to be an audit trail. There is no obligation on the CCG to dispense funds on individual PPGs and to do so would be considered inappropriate. Indeed, under the DES (Directly Enhanced Service), NHS England funded practices to set up PPGs and PRGs and to carry out patient surveys (though GPs would comment that this had not been "new money") and therefore, if volunteers in PPGs need funding to develop their local patient and public engagement, they should look to their local GP practices.

In the light of this impasse **TB proposed to liaise with interested Forum members to consider how the Forum might possibly use the £5,000 budget in ways which a) genuinely help to improve local patient engagement, and b) satisfy CCG rules; and it was also agreed that under the existing rules Woosehill is entitled to claim the costs incurred in hosting the Forum's meetings.**

6. PPG Forum Coordinated Survey 2013.

The report of the Jan/Feb 2013 Survey had by now been widely issued to all "appropriate professionals". DC had been in contact with the CCG/CSU media centre about issuing a press release Wokingham-area-wide and this was being actioned

Tony Lloyd (TL) reported that the Wokingham Borough Council Health Overview and Scrutiny Committee (HOSC) had asked for a copy of the report. **It was agreed that they should have one.**

7. Royal Berks Hospital

Arising from the 2013 PPG Forum's coordinated survey, a report concerning patients' experiences of the services provided by the Royal Berkshire Hospital was forwarded to that organisation. Subsequently TB had followed up by asking for further information and meetings with RBH management in respect of (i) Parking issues at RBH and (ii) Waiting and Delays experienced by patients attending RBH clinics. Caroline Ainslie, Director of Nursing's responses were briefly discussed and **it was agreed to invite her and appropriate colleagues to the next meeting of the Forum.**

8. Next 2014 Coordinated PPG Forum Questionnaire

The meeting agreed that this year's first effort at a coordinated PPG questionnaire, involving 7 of the Wokingham area PPGs and 950 patient responses had been a worthwhile initiative. **It was agreed therefore to aim for a follow-up Questionnaire in 2014.**

The timing proposed and agreed was June 2014. On this occasion Survey Monkey would be suitable for all the participating PPGs. AP confirmed that the CCG would be renewing the contract with Survey Monkey (Gold membership) when the current contract expires on 13th November. TL, who administers Survey Monkey on behalf of the Forum, said that this survey provision would be available to individual PPGs, if anyone wanted to use it locally before or after the coordinated survey next June.

In general members agreed that PRG patients should not be presented with questionnaires too frequently.

In regard to the topics which might be of interest to patients (and to the CCG) in a June 2014 questionnaire, TB suggested six topics for consideration along with any other members' proposals:

- **Surgery's out-of-hours service**
- **NHS 111 experience**
- **Care after-discharge from hospital**
- **Surgery appointments systems**
- **Service from community pharmacies**
- **Use of surgery websites**

Pat Evans suggested:

- **Patients' awareness of NHS/CCG initiatives**

Benedykt Krauze suggested:

- **Re elderly patients suffering falls and hospitalised via A&E, kept in too long due to delays in arranging subsequent home care?**

David Cook, on behalf of the CCG, agreed with:

- **Care after-discharge from hospital**

and also suggested:

- **District nursing aligned to GPs**
- **Care in the community**
- **A better system of triage to avoid unnecessary attendance at A&E**
- **Mental health**

It was agreed that this range of topics (some of them overlapping) and any others that might be brought forward soon by the PPGs would be considered by TB/TL and they would present an initial draft questionnaire for members' discussion in time for the next Forum meeting.

DC stressed the importance of framing each question with care.

9. NHS 111 Service

Individual members had heard of some good and some bad patient experiences of NHS 111 since its full launch in July.

On the basis of a recent presentation to the Wokingham Borough Council's HOSC, TL was able to report that NHS 111, which in Berkshire is serviced by South Central Ambulance Service, appears to be operating satisfactorily on the whole, with an improving monthly performance in terms of "call answer" rates and "call abandonment" numbers.. The Wokingham CCG concurs with this.

10. Latest developments at WCCG

DC referred to WCCG's bid to become a "Pioneer Site" to provide patients with an integrated approach to both health and social care. There are now 24 candidates for this in England, out of which 12 will be chosen by October 2013.

DC reported that currently in connection with social care some funding is moving from the CCG to local councils.

NHS England is introducing a "Call to Action" programme seeking to engage with the public in the process of improving the NHS by inviting comments on their website, by inviting patients to local workshop events led by CCGs and others, by Town Hall meetings and some national events. The local Call to Action event will take place on 19th November 10am at the Oakwood Centre, Woodley.

11. Any Other Business

Keith Cattran referred to the hospital at Bracknell, which appeared to be efficient but under-used and might help to lighten the pressure on RBH. Roberta Stewart mentioned that some local patients use the hospital at Basingstoke.

12. Date of Next Meeting

It was agreed to hold the next Forum meeting at:-

7pm on Thursday 28th November 2013 at Woosehill Medical Centre