Patient Participation Group 17th January 2020

Attendees: J Patrick, M Patrick, J Davis, J Ashcroft, N Humphries. R Deering

Staff J Trayner. K Green.

New members welcomed: Jane Putt, Susan Watts.

Apologies: J Dickson, R Boswell.

The minutes of the last meeting were discussed and passed.

There has been a very positive feedback to the new phone system.

There is also a new system for ear wax removal in the surgery via suction. This has replaced ear syringing and is a lot safer regarding possible ear drum perforation.

The PCN (Primary care networks) are now established. This is a system organised by NHS England where local surgeries are amalgamated to make one larger group in the locality. Dr Green explained that we meet once per month at Henley surgery with practices from Alcester (x2) , Lapworth, Pool and Budbrook surgeries. We all get along extremely well. However Dr Green did wonder if other PCNs throughout England may have been forced into groups that they were not happy with!

Each PCN has been allocated a Pharmacist and Social prescriber. The Pharmacist helps and advices each practice on a rotational basis. The intention is for the Pharmacist to see patients at each practice and help discuss polypharmacy. The Social prescriber again is shared between the practices. Her role is to liaise with patients who need social help. Part of her job replaced “age concern.”

Catherine White was a guest speaker organised by Mr J Patrick following his group PPPG meeting. She is one of three lay members on the Members Governing Body of the South Warwickshire CCG. This covers 300,000 patients. She explained that she works part time (20 hours per month) so her time is limited. Essentially she is involved with the integration of health care in the South Warwickshire Community. She gave an example of how deaf people in the community are now receiving better care following her and the members input.

J Davis mentioned the DNA (Did Not Attend) board in the practice and hospitals. Dr Green believes that the majority of patients do not abuse the system and it is usually forgetfulness that causes people not to attend. We have no control over hospital attendances but again Dr Green feels that the statistics may be exaggerated. He quoted several times when patients had phoned to say they could not attend an appointment but then subsequently a letter had been received afterwards stating that the patient did not attend. Also patients had complained that appointments had been received by post on the day of the hospital appointment or sometimes after the appointment date!

J Davis also mentioned that Warwick Hospital had received an “outstanding” report from the CQC. This is encouraging to the area. Dr Green explained that we have little input over secondary care ratings but individual ratings for GP practices can be found on NHS choices.

Our Social prescriber is thinking of setting up a walking group in the community. If anyone is interested or would like to join please let us know.

Next Meeting Friday May 15th