



## **Minutes of ASK PPG Meeting Held at White Gate Medical Centre on April 17 in Room 1, starting at 6 p.m.**

**Present:** JCB/VC/SS/SR/GQ/PW/JM/AA/MW/RWn/DC/Dr C Augustine

**Apologies:** RWh/JB

**Chairs Remarks:** AA referred to how well we all get along as a group and how this makes for a pleasant and welcoming atmosphere. She also mentioned about Remedies and how it was good news that Debbie Preston was to appear on local radio to promote it.

**Minutes Previous Meeting:** These were agreed as a true and accurate record (SR and VC proposing and agreed unanimously).

**Matters Arising:** MW advised the newsletter was ready to go to the printers, and he would be submitting a draft of it to the co-editors shortly. A couple of tweaks remained – inserting the advice to patients to take a list of questions to appointments with their doctor to help reduce confusion and improve communication. As regards the new pharmacy at the Adelaide St surgery both GQ and SR praised the staff for the service provided. MW thanked them for this and would pass on their praise. SS also advised she had looked into the question of the sign at Adelaide Street advising patients with difficulty getting up the stairs to ask at reception, being located on the first floor. The meeting was advised that an electronic sign was due to be installed on the ground floor and this message would be communicated to all on that.

**Patient Survey:** 250 surveys had recently been sent out at random to patients and updates will be given in due course.

**Telephone System:** MW advised that on occasion things do not work out as hoped and so the practice were reverting to the previous system for handling telephone calls.

**NHS Reforms:** DR Cruz Augustine (CA) then made a presentation to the meeting regarding the proposed NHS reforms, in particular the Clinical Commissioning Groups (CCGs) and how they affect the practice.

In April 2013 the present system changes to the reforms as passed through parliament recently. Currently the CCGs are shadowing the existing set up. The aim nationally is to reduce bureaucracy and to make savings of £4.5 billion over the next four years.

CA advised the practice has signed up to the changes and that it is hoped it will result in reduced waiting times as the option to use other than existing NHS services (eg Virgin for dermatology) becomes an option.

The CCGs will comprise of GPs, Registered Nurse, Members of Public, hospital Doctors. All CCGs must contain a remunerations committee and an audit committee and they may also want to have a quality committee.

In response to a question CA advised that currently people are appointed to the committee and if the PPG wanted to become more involved, as a group or as individuals, then this was best done through Healthwatch (a part of the Link network- an organisation who have previously made a presentation to us).

Budgeting would in future mean CCGs determining how resources are spent as opposed to PCTs. In response to questions CA advised at present surgeries had targets set and this would continue (e.g. 10 out of 100 patients to be in need of podiatry services – this not necessarily the true target merely a means of illustrating the process). These targets also reflect the demographics of the patient list (age, sex etc being determining factors).

CA also advised looking at the big picture when reviewing the proposed, and not to select isolated instances.

The presentation being finished at a later hour for our meetings than usual the remaining items on the agenda – Staffing Levels (does the practice have staff to meet with existing patient workload plus hoped for more to

come)/Disabled Access at Adelaide St/Details of Medical Staff (photographs of all currently paid medical staff in line with those shown in surgeries/on website)/Update of Sexual Health Clinic were put back to next meeting.

Date and Time of Next meeting – June 12 at Whitegate Medical Centre in room 1 starting at 6pm. Please note Wendy Smart is due to present at meeting on NHS reforms (Managing Director for Community Development and Transformation). It is suggested that the presentation start at 6:45 p.m. to allow the meeting to get through rest of agenda. In addition, a request we try to finish future meetings by 7:20 so that those who use public transport may be able to catch their bus.