

## **Minutes of the PPG Meeting of 14<sup>th</sup> November 2012**

**Attendees:** Ros Burgess, Maggie Fraser, Jean Gregory, Julia & Peter Stillwell, Pat Weare.

**In attendance:** Ann Lee (in the Chair), Dr Bruno Capone

**Apologies:** Hazel Duncombe, Clare Macadie

**Announcement:** Gerald Plastow has resigned as Chairman see item 8.0.

As an interim measure Ann Lee acted as Chairperson.

**1.0 Minutes of the previous meetings** of 13<sup>th</sup> September.  
Accepted.

### **2.0 Matters Arising.**

**2.1 Head of BMA** – In a recent newspaper article the new leader of the BMA expressed concerns over the risk to health for everyone as a consequence of *“rationing to save money”*.

Dr. Capone confirmed that there will inevitably be reductions in referrals. The Criteria for referrals will be defined by the Local Commissioning Group (CCG). CCGs will have to run within the agreed Budgets.

Currently Doctors refer a patient to a Consultant.

The Consultant checks the CCG guidelines and decides whether to proceed or not.

Age Criteria will play a key factor in the future. For example, patients over 65years of age will be at a disadvantage.

**2.2 Mental Health** – Dr. Capone confirmed that 25% of consultations by GPs are mental health related.

Talking Therapies are the key aid for patients – Counselling Therapy.

Step 1. – Telephone consultation followed by a wait of 8 to 12 weeks to find out which route to follow.

Step 2. – Six weeks of Therapy

Step 3. - A further referral if appropriate.

**Correction to the previous minutes:** There is a part time Counsellor with the Practice. The previous minutes reported that there was none.

**2.3 Removal of Patients** – The proposed form of words related to this topic has been revised. The Committee accepted the new wording, Appendix I.

*Action The new wording is to be posted on the Practice website. Practice Management*

### **3.0 Sharing patient Information between Health Care Professionals.**

Patients have referrals to other Health Care Professionals or they meet new people at Out of Hours surgeries or new hospitals. Time is spent in establishing the Patient's history and current symptoms. Sharing the Practice information electronically may make this process both quicker and more accurate.

Dr. Capone confirmed:-

At Lonsdale there is no current *sharing health summary*. Patients have to opt out.

Approximately 2% – 5% of patients have really complex problems. Sharing data for these patients will improve the quality of the service provided.

Data could be shared from the Practices' Computer System.

The major concern is the security of the data.

Some data may, however, not be relevant to share. Sharing some but not all data will be time consuming to prepare.

Perhaps there should be a patients *OPT OUT* until the doctor recommends an *OPT IN* for data sharing.

*Action Views of Committee members and friends to be passed to Ann. PPG Members*

### **4.0 Sharing Practice Premises.**

The facilities required for the Practice are becoming more demanding and more costly. New premises are required. Discussions with two other Practices, Kingswood and St. James, are under way to find suitable premises for shared resources. Each Practice will remain independent. Only resources will be shared.

The timescale for such a merger is unknown at present but unlikely to be in the near future. It requires PCT approval.

*Action Advise the Committee as details become available. – Practice Management*

**5.0 How to make the most from your appointment.** A discussion document, Appendix II, was presented for the Committee to review and provide feedback.

Item	Description / Action required	Action by
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**Action** *Provide feedback to the Practice Management.* – *PPG Committee*

**6.0 Changes to the website activity.** There are two major Patient activities now available.

- Online appointment booking.
- Online repeat prescription requests.

Before the Patient can undertake either of these activities they are required to Register through Reception and receive a PIN number. The process of Registration for the on-line service is simple.

**Action** *Try the system as soon as possible.* – *PPG Committee*

**8.0 PPG Chairman.** The Committee expressed thanks to Gerald for the hard work he has put into the role of Chairman.

A new Chairman is required and suggestions for suitable candidates are invited. The prospect of a Virtual PPG Committee was suggested. This received a mixed reception from the Committee. A number of members felt that people meetings are more productive than electronic meetings. However, a mixture of both approaches should be considered for the next Committee meeting.

**9.0 Any other Business**

**9.1 West Kent CCG Health Network.** The Committee member's attention was drawn to this topic. For further details visit the Practice Website.

**10.0 Date of Next Meeting –**

**WEDNESDAY**

**At the end of January 2013**

**Date to be provided**

**7.00pm**

**The Chairman closed the meeting at 8.00pm**