

Minutes for Patient Participation Group (PPG) Meeting – Weds. 31st October 2012

Attending:- Stephen (SF) & Pauline (PC) (from the Surgery)
Mrs. Susan Buswell (SB)
Mr. Anthony Byford (AB)
Mr. Michael Dean (MD)
Mrs Janet Edwards (JE)
Mr Paul Hubbard (PH)
Mrs Laura Ruddy (LR)

Apologies Received:- Dr Luke (KV) & Pauline (PC) (from the Surgery)
– work commitments due to staff absences
Mrs Ann Thow (AT) - last minute appointment

1. **Meeting with Stephen Lloyd (MP)** – just to remind that PPG arranged meeting with the local MP is taking place this Friday (2nd November) here at the surgery at 1pm. There will be several of the Dr's, nurses and practice staff also attending. As the group has arranged for this meeting it is hoped that all members will be attending. There is no official agenda but we do know that all parties wish to discuss the ' save the DGH ' campaign but also the impending changes to the NHS in general.
2. **Shaping our Future (improving healthcare in East Sussex)** – the consultation process took place between July and September at locations across the region, including Eastbourne and several members of the Patient Participation Group attended the meeting in Bexhill on the afternoon of Friday 24th August 2012. As a result of the consultation an 80 page publication has been produced entitled ' Shaping our Future ' and this can be found using the following link <http://www.esht.nhs.uk/shapingourfuture/> . The Department of Health referred to this formal public consultation in their response letter to the Patient Group of 19th July 2012, which was a direct response the groups letter to the then Secretary of state for Health, Mr Andrew Lansley, of the 26th June 2012. The PPG minutes of the meeting held on the 1st August, item 1, (available on the surgery website) refers to this same matter. The practice has dissected this publication and quite frankly feels this is a disgrace. Whilst this reflect a public consultation, there has been NO consultations with either the Eastbourne Consultants or GP's. Neither has the evidence that supports these decision been forthcoming to either set of doctors, which the surgery finds unacceptable. The PPG are hopeful the meeting with Stephen Lloyd will be more beneficial and PH presented a list of facts / questions that he felt should be discussed with him.
3. **Lighthouse Surgery Patient Forum** – LR has spoken with their Chair who says they have also written to Mr Lansley and had received what was stated as a ' favourable response ' . We would really like to have sight of both of these letters and SF was asked to contact Practice Manager for copies. SF pointed out that we can ask but have no automatic right to these, and we must also not release any info from them without their approval. It is helpful to know what other local groups and organisations are doing regarding the threats to the DGH and the impending changes planned for the NHS in general.
4. **Care Quality Commission (CQC)** – from April 2013 all UK practices will be required under the Health & Social Care Act 2010 to be registered with CQC. As the practice works towards compliance, there will be much for the practice to discuss with the PPG and to reach agreement over. One of the spin-offs from these arrangements, is that the practice will be able to supply information to patients via a range of access capabilities. In the past this has tended to be using leaflets or posters within the surgery but from hereon will also include the surgery website. It is very much hoped that the website will become the main source fro patients to access an assortment of information. The Freedom of Information Act 2000 was a step in the right direction towards this openness and transparency, by ensuring practices made available various publications but the internet has taken this even further forward. From now until the 1st April 2013 the PPG will be instrumental in assisting the

practice to reach the standards dictated to for CQC's compliance. The information that will be required will also become available online between now and the 1st April 2013 start date, once it has been agreed and approved by the practice. In the interim patients can continue to use Freedom of Information Applications, a right they have as of now. From 1st April 2013 it is very much hoped that as patients can access this information for themselves from the surgery website that the Freedom of Information requests will diminish or disappear.

5. **Freedom of Information (Fol) Requests** – since 2000 the practice has had a legal requirement to routinely provide information to the public on a range of matters, many of these are listed within surgery booklets, websites, leaflets and posters etc. but Fol states that practices must make information available in publication formats for the following:-
 - who we are and what we do – this includes Dr names and details, how to contact the surgery, opening times, your rights and responsibilities to name but a few
 - what we spend and how we spend it – this information relates to projected and actual incomes / expenditure for costs incurred in providing medical services to patients under the NHS terms and conditions. You cannot enquire how much a staff member was paid.
 - what our priorities are and how we are doing – this means working with the Health Authority / PCT / patients and patient groups, to produce an environment and services that are safe, effective, cost effective and patient centred. This includes having policies and protocols in place and monitoring that these are producing the right results through surveys, feedback, complaints, which trigger action plans to improve services.
 - how we make decisions – this is largely through various meetings, internally / externally, as well as clinical and administrative, including 3rd party meetings and patient groups.
 - our policies and procedures – current written protocols, policies, procedures and staff handbook, all of which assist in our delivering of services and responsibilities.
 - lists and registers – at the present time the practice does not hold any lists and registers or links to external lists and registers. There are no plans to alter this decision either. However, for CQC compliance, the practice will be require to create a list or register of documents such as policies and protocols that are available to patients.
 - the services we offer – this is information about the services we offer and how it is notified to patients, namely; leaflets, newsletters, practice booklets and websites etc.

As you can see Freedom of Information duplicates information that is already available from a variety of other sources. It does however help patients know about what information they have the right to access and this is very much a key instrument for the CQC compliance.
6. **Patient Survey** – last day of the patient survey is today. So far 291 completed online from a link that was e-mailed out to 600 or so, approx 50% response rate. In paper format there have been 196 completed. We are 13 questionnaires short of a total of 500, which will make the analysis process easier if we can obtain a further 13 questionnaires. These will be done next week in paper format. PPG reported the survey was liked by patients as it was simple to understand and quick to complete. It was also felt an educational questionnaire as many commented " I didn't know that ". Numerous were astounded to learn attendance at the hospital for whatever reason was not free. Results will be discussed at next meeting.
7. **PPG - Terms of Reference (TOR) & Confidentiality Agreements** - the main medical advisory bodies for the UK, namely; British Medical Association / General Medical Council and Medical Insurers advise the PPG have both TORs and a confidentiality agreement. Both of these were drawn up and given to the group 2 or 3 months ago, some have now been signed by the group others are awaited.
8. **Xmas Luncheon** – the next meeting will purely be to look at the survey outcomes and then to retire for a Xmas lunch somewhere. Agreed on Pomodoro's Restaurant and that meeting will start at 11am allowing 1 -1½ hours to analyse the survey results and to start a draft report on this for publication on the website. This also allows travel time so everyone can be at the restaurant for 12:30 lunch. Date chosen of Monday 17th Dec. SF to book restaurant.

Next Meeting – Monday 17th December 2012 and Wednesday 16th January and 13th March 2013