

Minutes of the Welby Practice Patient Participation Group 8th August 2018, Old Schoolhouse, Bottesford

Agenda item	Minute	Action
8/18/1 Apologies	C Smith, A Cartledge, J Evans, J Slater	
8/18/2 Present	J Brothwood, D Frankish, Kay Goodwin, D Pritchett (to item 8/18/7) S Richardson, E Gardner, D Hansen.	
8/18/3 Expressions of interest	None	
8/18/4 Minutes of previous meeting	Accepted as a true record	
8/18/5 Matters arising	None in addition to items covered by agenda item 8/18/6 Action Plan update.	Nominated individuals to progress actions
8/18/6 Action Plan Update	The action plan was updated for items closed and still in progress. Verbal updates given on work in progress.	
8/18/7 Practice feedback	<p>From S Richardson (SR), Non Clinical Partner and Emma Gardner (EG) Practice Manager.</p> <p>Dr J Thompson sends apologies, attending Service Plan meeting with practice clinicians.</p> <ul style="list-style-type: none"> • Legal aspects of the NHS contracts post merger, • The process of consistent practices across sites is in process, • New building update, Schedule 106 information was not sent to the practice as required by Melton Borough Council, Practice now have up to date information. Some limitation on Schedule 106 funding, if received precludes NHS development money, SR to consider appropriate action, • SR gave an update on the potential development of extra rooms at what was 	

	<p>the Belvoir Vale Practice building, Bottesford,</p> <ul style="list-style-type: none"> • Service changes planned so the Harlaxton surgery will be open in the mornings and the Waltham surgery in the afternoons. The same number of appointments as now will be available. These proposed changes will require patient consultation and PPG approval. The PPG would see the review paper beforehand, • Practice management structures will soon be published, • CQC audit compliance data will define the Practice Development Plan, PPG will be sent a copy of the data, • PPG members questioned medication changes without consultation. EG replied that letters should be issued, EG agreed to look into. 	<p>EG and JB to progress</p> <p>EG and JB to progress</p> <p>EG to report back to PPG</p>
<p>8/18/8 Guest speaker D Hansen, Head of Engagement and Inclusion , SWLCCG</p>	<ul style="list-style-type: none"> • DH explained her role at South West Lincolnshire Clinical Commissioning Group (SWLCCG) and the 17 practices included, • If it is thought there are courtesy/behavioural issues at provides this should be fed back by patients and/or the PPG, • A 5 year plan is being developed with investment in community services to help keep patients out of hospital, • Better contacts for practices like Welby on the borders of counties where services are provided from more than one 	<p>JB to follow up</p>

	<p>county,</p> <ul style="list-style-type: none"> • Ideally a library of information should be available across the CCG for each locality so patients can identify points of treatment. The Welby Practice has a directory of services within the patient leaflet. The Welby Practice Primary Care coordinator should be properly resourced, • A PPG member raised concern with the provision of patient transport, the CCG are aware of contractual difficulties with the provider, • SR added that complaints to the Practice are encouraged when appropriate so the Practice could address underlying issues. General data could be shared with the PPG. 	<p>PPG to monitor services to Practice Patients</p>
<p>8/18/9 Topics for discussion</p>	<p>KPIs and PPG membership/awareness covered when action plan updated.</p>	<p>In progress JB</p>
<p>8/18/10 Any other Business</p>	<ul style="list-style-type: none"> • Practice letter to be published, PPG newsletter to follow to avoid duplication, • Meeting agreed the use of the Parish room was an improvement, the PPG await notice from the parish Council if available free or to be charged. <p>Meeting closed 2.40 p.m</p>	<p>EG and JB to action</p>