

Chipping Norton Patient Participation Group

Meeting purpose	CNHC PPG Steering Group meeting – June 2018
Attendees	Peter Branson (PB), Chris Bean – CNHC (CB), Sue Chapman (SC), Chris Knowles (CK), Jan Cottle (JC), Moira Packer (MP), Dave Winpenny (DW)
Apologies	Alice Burns (AB), Kris Chodyniewski – CNHC (KC), Chris Gascoigne (CG), Betty Griffiths (BG), Steph Harrison (SH),
Date	8 th June 2018

Notes	Action
Declarations of interest taken	
<p>Minutes from May 2018 meeting were accepted. Further information as follows: PPG notice board & comments box: CB will discuss with KC and arrange for installation. CK will be provided with the key for the comments/suggestions mailbox and will ensure that any medical issues raised are passed to CNHC. PPG to design a sign to be attached to the mailbox.</p>	CB CK
<p>Steering Group chairman Chris Knowles informed the PPG of his changed status and that he felt that staying as Steering Group Chair may be considered to be a conflict of interest. After discussion, DW was nominated, seconded and agreed to take over as Chair immediately.</p>	-
<p>Resignation from the PPG & thanks..... Alice Burns is moving from the Chipping Norton area and as a result will be leaving the Practice and PPG. Everyone on the PPG and at CNHC thank Alice for her hard work over the years; not only with the PPG, newsletter but also the Green Gym and Chippy News. Alice will be missed and we wish her a fantastic time on her new adventure.</p>	-
<p>Vice-Chair It was discussed that it would make sense for a Vice Chair to be in place. Anyone who wishes to be nominated for the role should contact the Chair. Vice Chair voting will be at our next meeting.</p>	ALL
<p>Constitution and Terms of Reference. As there have been a number of changes to the Steering Group it was raised that we should review the CNHC PPG Constitution & Terms of Reference to ensure it is still appropriate. It was decided that the current (November 2017) version will be circulated to all for discussion at the next meeting</p>	DW
<p>Chipping Norton Open Day It was felt that communication from the organisers was lacking which resulted in confusion as to the audience and purpose of the day. PB has volunteered to join the organising committee for next year's event. Feedback from Patients was in general good with some issues to raise with CNHC; however a number of issues raised were of a medical nature and PPG advice to patients is that medical issues must be raised direct with CNHC. Suggested that the best information to provide at similar events would be the excellent CNHC Patient handbook and that the same handbook should have an additional page for "feedback".</p>	PB
<p>Information flow between PPG and CNHC Daily information flow between CNHC & the PPG will be managed by Kris Chodyniewski (Patient Services Manager). DW will arrange a regular update meeting and report feedback to PPG group. The key contacts for the PPG will remain Chris Bean & Dr. Wendy Hall.</p>	DW -

<p>Newsletter</p> <p>Next newsletter is due for publication week commencing 6th August – request was made for articles for this edition. 4 agreed articles:</p> <ul style="list-style-type: none"> • Patient experience is being written by DW • Child related treatment by KC • ‘Meet the doctor’ article by KC • Appointment update by CB/CK 	<p>DW KC KC CB/CK</p>
<p>Equality & Diversity</p> <p>An issue from the Open Day raised the issue of ensuring that CNHC does not contravene any Equality & Diversity legislation in place. It was discussed and determined that CNHC needs to contact the CCG for more information and help in this regard.</p>	<p>CB</p>
<p>Information sharing</p> <p>The PPG expressed a wish for CNHC to share; in a confidential manner, the issues raised in patient feedback. For example, what are the top issues raised from Patient Feedback forms; what issues are raised in the GP Practice survey?</p> <p>In addition, it was stated that CNHC has a Top 10 target list of issues they will be working on over the coming months; the PPG would like that list to be made available.</p>	<p>KC</p>
<p>PPG Insight Tool</p> <p>This tool is being developed by The Patients Association together with NHS England. The purpose of the tool is to provide practice-by-practice information on performance measures that are available in numerous publically accessible databases within the NHS, such as Friends and Family, staffing, etc. The information removes all personal information and is presented in a Excel sheet that can be used for comparison and discussion purposes.</p> <p>A long discussion as to the validity & accuracy of the dataset ensued and it was decided that as this project is still under development that we should continue to work with the project team and report back at later meetings.</p>	<p>DW</p>
<p>PPG Survey</p> <p>As part of the PPG Insight Tool work there is also work being done on a PPG Patient Experience survey that would be run independently of the NHS survey systems. It was decided that at this time we would not implement such a process, but would continue to keep close to the project to ensure we are aware of the project status.</p>	<p>DW</p>
<p>Patient Access</p> <p>There is still an issue with part processed online Patient Access applications. PPG requested that when an appointment is made that the reception desk ask the patient to bring their ID into the practice so that the application can be completed. Further discussion is needed to find a way to publicise the 2-stage process for Patient Access as CNHC wants to get increased involvement in this service.</p>	<p>CB</p>
<p>Telephone system</p> <p>A third party supplier is due to come to CNHC to review progress. DW offered his experience to ensure that the 3rd party supplier is setting up the system appropriately for CNHC needs.</p>	<p>CB</p>
<p>Meeting closed at 4:00pm</p>	

Next meeting will be held at CNHC on Monday 9th July @ 7:00pm