

DYNELEY HOUSE PATIENT PARTICIPATION GROUP

Notes of the Open Meeting held on Wednesday 25 June 2016 at 6.30 pm in the Dyneley House Barn

Present: Barry Rogers (Chair), Kath Beer, Peter Bell, Judith Benjamin, Hazel Bulcock, Clare Shepherd, Barbara Pavilionis, Kathleen Sutton, Jeff Thorogood

In attendance: Antony Radley - Practice Business Manager

Apologies: Brian Harrison, Tom Huxley, Mike Palin, Val Payne and Emma Taylor

Introduction: Barry welcomed everyone and explained that the meeting had been arranged to discuss the NAPP (National Association for Patient Participation) report, "Building Better Participation". Since then, however, staff from the CQC (Care Quality Commission) had confirmed their inspection would take place on Tuesday, 28 June, 2016, so arrangements for that day would be discussed as well. It was agreed to go through details for the CQC inspection, in the first instance.

Care Quality Commission Inspection Dyneley House Surgery 28 June, 2016

Antony described the timetable for the day briefly. As well as individual interviews with GPs, the CQC staff would hold meetings with nursing staff and the non-clinical team.

Members of the Patient Participation Group had been invited to meet Linda Trenouth, Chief Inspector between 1.30 pm and 2.00 pm. Barry would also be involved in one of their meetings with Antony. In addition the CQC staff would meet staff from the local pharmacy, Carers' Resource and Pioneer Projects.

A detailed, seven part, pre-inspection pack had been submitted to the Commission. This had included the results of the Patient Survey for 2015, as the 2016 one had been processed only very recently. Also, data from the Friend and Family Test had been included.

A number of members indicated they would be able to attend on 28 June. Everyone expressed their best wishes to the staff for the visit.

NAPP Report – 'How building better participation works'.

NAPP had recently issued a lengthy document which provides a framework intended to support PPGs. Jeff had spent some considerable time studying it and had kindly prepared a summary.

Members held a lengthy discussion on how best to utilise the framework. Jeff felt it may be useful to use it 'to go back to the beginning' to help ensure the Group had correct building blocks in place.

Barry commented that the Communications sub-group had been active but the sub-group to support the development of a reference group had not really taken off, although Kath had done some work outside of the main group meetings. He suggested these two groups merge and that the new sub-group may be the best forum to look at the document in detail.

Members agreed it may be useful to use the document as a guide to measure progress against, but they did not all agree that we needed 'to start again'. It was agreed that we need to be able to tell people why we are here and what we are doing and that some input from the Practice on what they might like the Group to pursue would be helpful.

Barry, Barbara, Jeff, Kath and Clare said they would arrange to meet to look at the document in more detail.

Jeff kindly agreed to liaise with Antony to arrange for copies of the full report to be printed for those members who would like a copy.

Dates of future meetings

13 July – moved forward from 20 July

14 September – moved forward from 21 September