

Wye Surgery  
 Minutes of Patient Participation Group Meeting  
 January 28th 2014

<b>Present</b>	Chairperson - John Fletcher Secretary - Leonie Saint Jo Shepherd - Practice Manager Helen Goodman – Administration/Reception Supervisor Jean Andrews Lucy Carvill Dorothy Chambers Clare Dash Pat Fletcher Enid Gould Marlo Johnston David Martin Dr Jolyon Miles Valerie Perez David Stanley Don Thake Maureen Verhoeven	<b>Action</b>
<b>Apologies</b>	Rita Hawes Cliff Martindale Liz Coulson	
<b>1)</b>	<b>Minutes of Last Meeting</b> <u>Mental Health</u> issues are to be dealt with at Eureka Park, Ashford, not High Point. The minutes of the previous meeting had not been amended by Jo Shepherd, but she agreed to do so if the secretary sent them again.	<b>LS/JS</b>
<b>2)</b>	<b>Matters Arising</b> Re 2. Mental Health Issues. A question was raised regarding the training of Champions , to disseminate information. John Fletcher will investigate further at the next APPG meeting. Re 3 replacement for John Commerford. Alan Billington is Chairman of the APPG at present, until the AGM. The CCG would like the APPG to expand its representation to include the Voluntary sector. Re the Neighbourhood Plans. Jasper Bouverie had been pleased to receive the PPG Wish List and said he would give it wider publicity in order to get further opinions.	<b>JF</b>
<b>3)</b>	<b>Chairman’s Report</b> John Fletcher had attended a big meeting run by the CCG, involving the Voluntary sector. There were representatives from National bodies as well as local; it is to be one of a series of meetings. There is money available for the Voluntary sector for work on special projects. There had not been an APPG meeting for him to report on.	
<b>4)</b>	<b>Creating an Ageing-Well Community in Wye</b> The talk by David Martin was moved to later in the meeting, until David Martin	

- arrived.
- 5) **Group Report and Survey**  
Helen Goodman circulated her final action plan arising from the Questionnaire, for discussion.  
A question was asked about financial penalties being imposed on those who Do Not Attend their appointments. The surgery would like to be able to do this, but it is not possible at present.  
Discussion re: waiting period for routine appointments, to be an Agenda item at the next full meeting. **JF**  
Dr Jolyon Miles said the Doctors always see whoever attends or requests a Super Surgery appointment, and a working morning can be extended until 1.00pm in order for all patients to be seen.  
The Group agreed the action plan. Helen Goodman will now be able to complete the document ready for submission. **HG**
- 6) **Virtual Group**  
Liz Coulson was not present at the meeting, but the aim to pursue establishment of a Virtual Group was maintained, with a view to widening the reference and age groups. **EC**  
A question was asked about protection of information, and in particular email addresses. The Chairman said that the Group did not intend using the Practice email address list but would compile its own.
- 4) **David Martin:** Creation of an Ageing-Well Community in Wye. During the past 6 months an informal study of 130 people aged 60+ has been conducted in the village. The emphasis has been on 'Ageing Better', with a view to promoting Health and Wellbeing. The surgery population is weighted more towards people in this older age group. The aim is to make a connection between Health and Social Care and preventative measures. David had presented the report to the Parish Council. **DM**
- 7) **Practice Manager's Report**  
a) Jo Shepherd provided an update on Clinics: **JS**  
Surgery aims to add gynaecology  
Microsurgery is now fortnightly  
Ultrasound is now twice a week and includes outside referrals, with a short waiting list  
The CQC has notified the surgery of an Inspection on Thursday 30<sup>th</sup> January. The Inspector will want to talk to patients and members of the PPG were invited to attend.  
b) **Surgery matters:** Dr Jolyon Miles said the Partners are keen to expand the Consultant clinics at Wye Surgery and aim to add gastro-enterology, but the Board of the CCG opposed this. **JM**  
Dr Miles has been in consultation with Invicta Health, which provides support for GP practices and collaboration with Hospitals and Community Services in East Kent, on a non-profit making basis.  
He has also been investigating Community Interest Companies, with a view to saving outlay, e.g. an integrated telephone service.  
c) Jo Shepherd talked about the **Caredata** information leaflet that is being circulated. People who do not wish for their medical

information to be shared outside the GP practice should opt out by notifying the practice in writing. Only the minimum information will be used to improve patient care and services, according to strict rules about its storage and use. This information will never identify an individual person.

Hospital consultations can be treated separately or included in the opt-out.

**8) Mental Health Group Report**

Enid Gould was concerned that some people with Mental Health problems were contacting the police as a cry for help; this should not need to happen.

A psychiatric nurse has to see any relevant patients before help can be given. More psychiatric nurses have special training, currently, but the situation is not as it should be.

Don Thake has talked with a retired Psychiatrist, who has undertaken a County-wide study, and it is clear that information needs to be shared to avoid duplication and gaps in the provision. Ashford Mental Health will be relocated to Eureka Park.

**9) AOB**

Don Thake will liaise with Enid Gould, Jean Andrews and Clare Dash to prepare a Mental Health article for the Parish Magazines. Helen Goodman said there was an on-line survey for patients to complete.

**DT/EG/  
JA/CD**

**10) Date of next meeting**

The next meeting will be the Annual General Meeting on Wednesday 9<sup>th</sup> April, at 7.15 pm, in the patients' waiting room, at the surgery.