

Minutes Of The Patient Participation Group Of The Spence Practice 14th September 2011

Present: Ailsa Cameron (chair) Robert Muston Frank Rhodes Margaret Smith Nina Bateman Celia Frank Frankie Sahni

For the Practice: Dr Richard Spence Mark Allen

1. The Chairperson welcomed the group to the meeting.
Apologies: Geraldine Maher (and Laura Mayne though not seen until after the meeting)
2. **Matters Arising** - none not mentioned elsewhere on the Agenda.
3. **Social club:** Mark Allen is close to having a full set of CRB forms ready to send off. He also has a box of equipment and money in the bank from the Council. We are somewhat short of volunteers to make the club viable; more would be helpful. We do have a good list of people who hope to benefit from the club. It would be necessary to have a staff member present, but not a medical one.
The CRB forms may take 6 - 8 weeks to process, so it was agreed to aim for a launch some time in January.
ACTION: Mark to send out possible launch dates to volunteers.
4. **Enhanced Service for Patient Involvement:** this is a supplementary contract over and above what practices normally do. It aims to increase participation through various means including possibly facebook groups, e-mail forums etc.
A patient survey is part of the deal. Mark pointed out that this could be kept very simple. He read out three questions from the practice he uses: What is the most important issue people think should be discussed? Would people be interested in being part of a new practice forum? If so, would they please provide contact details?
A bigger group than ours would be needed to satisfy the requirements, but this could be a group which contributed through e-mail, not necessarily through face to face meetings.
One of the advantages of the surveys we might do would be that we could ask questions of local interest, and not be tied to pre-ordained questionnaires. This would provide a more representative input. This proposal received enthusiastic support from the group.
ACTION: send any further thoughts on this issue to Mark.
5. **Personnel changes at the Practice:**
 - a. Dr Roger Phillips has officially retired now. He remains a business partner, and does occasional locums for the Practice. A new partner is being sought, but with no success to date. Dr Spence pointed out that there are now all sorts of different possible models. He had even heard of a practice run by a Patient Partnership.
It was suggested that we could keep a wider group of patients

informed about issues at the practice and in the wider NHS through the Website. Perhaps we could provide links to, for instance, the King's Fund or other relevant websites.

- b. Dr Jenssen is pregnant again and will be on maternity leave. It is hoped to use two doctors who have worked with the Practice before to cover for her absence.

- 6. **Bristol North Baths:** very little change from the last meeting. The paperwork is almost ready for signature, but two things have to be resolved: a new partner and the fact that there may be a reduction in the amount paid to the practice by the PCT. It is not yet quite clear on what terms we could sign the agreement. This will be a challenge to any incoming partner.

7. **AOB:**

- a. Mark urged the group to make more suggestions for issues to be raised on the Agenda. A lot of what had happened this evening had involved him talking to us about matters he thought important.
- b. There was some discussion about whether we needed more members on this group.
- c. Frank Rhodes said that he might be willing to take the chair at some time in the future.

- 8. **Date of next meeting:** Wednesday 14th December at 8.00 pm