**Abridge Surgery**

**Minutes of PPG meeting**

**Thursday 15th December, 2016**

**7-8.30pm Abridge Village Hall / Abridge Surgery**

**Attendees:** Angela Vane, Christine Stubbins, John Goode, Sandra Wood, Pat? Michelle Anstiss (Chair), Michael Hall (Practice Manager)

Apologies: Sue Parish, David Riches, Elaine Dowsett

1. Attendance was noted to be down on previous meetings, which was disappointing, however, also noted that this was the week before Christmas and perhaps not the most conducive time for PPG meeting.

**ACTION**:

* Plan all meetings in advance for the year (taking into account the proposed Health matters event in July) and send out to all members to diarise in advance.

1. Minutes of the previous meeting on 29th October and actions

We did not cover this due to lack of attendees (and speaker was late and we relocated to surgery)

1. Guest speaker presentation and q & a

**Barbara Gaskell (Service Manager Health Minds (West Essex IAPT).**

**Summary of key points:**

* Excellent speaker and very informative.
* Health Minds mainly deal with people suffering from mild to moderate anxiety and depression.
* They cover the whole of the West Essex footprint. Cognitive Behavioural Therapy (CBT) is the core therapy provided.
* They also signpost a lot of patients to other services e.g. MIND, bereavement counselling.
* They accept self-referrals from people aged 14 and above.
* They provide the following:-
  + computerised CBT- there is usually no wait for this treatment option
  + workshops
  + low intensity 1:1 work – there is usually a 2 month wait for this treatment option)
  + high intensity (face to face) 1:1 work- there is currently a 4-5 month wait before this treatment option however some extra funding has been allocated by the CCG for more staff so the waiting time for high intensity work is expected to reduce.
* They have approx. 140 referrals/ month
* They are not a crisis service
* Next year (2017) there will be a focus on people with long term conditions and managing their sense of adversity.
* They have a website and produce quarterly magazines.
* They are often on the lookout for premises to provide treatment or workshops,

**ACTION:**

* Consider whether Abridge surgery would be able to offer space for treatment consultations.
* Summarise for the LinkUp

1. **Updates/ feedback from surgery**

**Michael fed back:**

* A social worker is present in the surgery twice a month, Tuesdays 10-3, anyone can book an appointment with the Social Worker , including getting advice on matters such as “blue badges”.
* Missed appointments: Between January 2016 - December 2016 there were 466 missed appointments which equated to 3294 minutes wasted.

A process is now in place for patients who miss 2 appointments. A letter is sent to the patient advising that should they miss a 3rd appointment, they will be removed from the GP list.

To date, the surgery has not had to remove any patients as the warning letter seems to be preventing 3 missed appointments.

If you are removed from this surgery’s list, you will still be entitled to primary care from another GP however this will be allocated to you and may not be in your local area.

* The Hub: there is now an evening surgery option available at the Limes, Epping, with Tuesday, Thursday, Sunday and Sunday still available at Loughton Surgery. All bookable via Abridge Surgery.
* The surgery has had a good uptake for the Flu vaccine this year.
* Patient Survey Results 2015-2016

The surgery has received a letter informing that following analysis of the patient survey results.

Abridge surgery is in the top 20% of practices across ENGLAND. This is great news for the practice and the group felt that this letter should be shared with the local newspaper (? gazette) as it’s such a “good news story”

**ACTION:**

* PPG felt that this letter should be shared with the local newspaper ? Gazette?
* Michael to contact local press
* Health Checks: uptake could be improved for the 40-74 age group

**ACTION:**

* Group agreed to promote these at the stall/stand in the summer.

1. **Priorities for PPG in 2017**

The main aims of the PPG are:-

* ***Promote cooperation between the practice and patients***
* ***Understand issues affecting patients***
* ***Develop action plans within agreed timescales that address patient issues***

**ACTION:**

* Discussion and feedback from the joint surgery & PPG event in July
* Definitely an appetite to repeat the “health matters event next year.
* Need to think about a date- early on and book, preferably after the village weekend but before school breaks up- so perhaps first week July?
* Also suggested to ask for a stall/stand at the village weekend and promote our event and give our flyers out, and promote the PPG. Suggested we could all take turns for an hour or so, ? opportunity to do some health promotion or involve local pharmacy?
* Do we want to organise an event for the wider community on a particular health topic?
* Do we want to fund raise?
* Do we want to promote & support healthier living through raising awareness and other activities?
* See attached information from Michelle analysing the evaluation forms and feedback.

1. **Any Other Business**

Suggested plan for speakers for 2017 include:-

1. My care records- March 2017
2. Head of District Nursing- June 2017
3. Cardiologist/ respiratory consultant- Queens Hospital
4. Holly House speaker (Michael said he has been offered a speaker- not sure what topic)
5. Bob Chew- Palliative care –Queens / St Francis Hospice

Some of these could also be invited for our summer health matters event

* Michael noted some of the positive comments from the evaluation forms.

**ACTION**

* MA agreed to do some high level analysis of the evaluation to inform the 2017 event.

Close

**DATES OF FORTHCOMING MEETING**

23rd March

1st June (preparation for summer fayre which is on Saturday 10th June)

21st September

30th November