



# Luson Surgery

## Patient Participation Group

Meeting Notes Wed 15th April 2015 - 6.00pm

### **Attendees:**

Michael Clarke, Chaz Jacobs, Glyn Meredith, Mrs Jenny Roncaglia, Mrs Liz Watts  
Martin Ellacott

### **Apologies:**

Mrs Jacqueline Chidgey-Clark, Mrs Gail Lanigan

### Luson Surgery PPG Structure

#### **Purpose**

- To act as a forum for discussion between patients and the practice.
- Within the terms of reference, the group can discuss any topics related to healthcare and services provided at the practice.

#### **Terms of reference**

- Copies were distributed before the meeting.

#### **Meeting Ground Rules**

- Restriction on the length of meetings was amended at the discretion of the Chair subject to agreement by a majority at a meeting.

#### **Meeting frequency and times**

- Agreed that 3 or 4 meetings a year would be adequate, others could be arranged if particularly pressing topics arise.
- Next meeting arranged for Wed 3rd June 6 pm.
- Early evening time was agreed as the best option.
- Meeting agreed that they would like a different GP to attend each time.  
ME to arrange

#### **Membership**

- ME explained the wish to have a representative group. The current members represent a male & female member for each 10 year age band from 50 upwards. The practice is currently advertising for younger members at the moment.

### Feedback from Luson

#### **Friends and family test**

- This survey has run since December and is taken as patients leave the practice using the iPad next to the entrance.
- 97.2% of those responding were Likely or Extremely likely to recommend the practice to family members.
- Of these 54.8% were due mainly to Confidence in the clinical staff, and 29.5% due to the support given by staff.
- The number of survey responses of 146, were noted as fairly low given that there are roughly 500 face to face contacts per week.

### **GP Urgent Care Response Enhanced Service**

- Practice was required to submit figures to NHS England for Dec-Mar on responses to requests for urgent appointments or visits as a measure of demand on the service.
- During this period 76.9% of patients requesting urgent appointments were either spoken to on the phone within 1 hour or seen within 4 hours. This involved 1823 separate requests.

### **CQC Report Oct 2013**

- A copy of the latest CQC report on Luson Surgery was distributed and any comments invited.

### Discussion Topic

#### **CARE.DATA –**

- ME explained the concept of CARE.DATA which was originally publicised 18 months ago as a means of providing data for healthcare commissioning and research. A copy of the latest information leaflet was distributed.
- Following much criticism in the press, the Government decided that a review and re-launch was required, and the programme was halted.
- NHS England has since been consulting with the public over the implementation and publicity for CARE.DATA.
- There will shortly be a trial of the proposed new communication with the public, and Luson Surgery will be one of the trial practices.
- Timescales for implementation are unclear as yet.

The meeting closed at 7.10pm

22<sup>nd</sup> April 2015

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