



BILDESTON HEALTH CENTRE

PPG MEETING MINUTES

HELD ON WEDNESDAY 4 DECEMBER 2019

The latest Bildeston Health Centre PPG meeting took place on the above date and was well attended by 8 PPG members, Dr Hainsworth (GP) and Louise Bissett (Practice Manager), with apologies received from Carol Huxtable (Assistant Practice Manager), Mandy Logan (Suffolk Family Carers) and 2 PPG members. At this meeting there were 2 guest speakers - Julie Irving from IESCCG and Sophie Cummins, Connect for Health.

Dr Hainsworth welcomed all to the meeting and introduced the guests.

MY CARE RECORD

Julie Irving discussed “My Care Record” with the group and explained the importance of record sharing and joined-up care. Consent has risen from 10% to 65% over the past three years in our CCG. She would like to engage the PPG to spread the word.

Julie told the group that in January 2020 consent to share will become automatic and **patients will need to opt out** should they wish. All current decisions/objections will remain in place. This currently is a local scheme and the Summary Care Record covers nationally.

Dr Hainsworth said the surgery and staff were fully behind this and would like the PPG involved in “spreading the word”. He clarified that this information is currently on our TV screen and in the waiting room. One PPG member was concerned about data breaches and confidentiality. Dr H reassured all that sharing was only between Healthcare services and that there are extremely tight rules around GDPR. These records are never shared to Insurance Companies.

Dr Hainsworth thanked Julie for attending and her informative talk.

CONNECT FOR HEALTH

Sophie Cummins discussed her role as Bildeston Health Centre’s, Community Connector. She gave examples of participants she had helped and the kind of things she could do. Ways of referring were discussed - 3rd parties can refer but **consent** is always needed. A PPG member was concerned about what happens to the Paper Referrals – these are shredded. The group thought that this was a great scheme and were unaware of it. This is on the TV screen and there leaflets and posters. Louise

explained that Sophie had done an incredible amount of work finding out what services, clubs and courses were available in our area and was extremely knowledgeable.

The group will spread the word. Dr Hainsworth thanked Sophie for her attendance.

OTHER MATTERS:

South Rural Network PPG meeting 21 January 2020 (1.30pm to 3.30pm) – 3 PPG members expressed an interest in attending this meeting, with 1 other offering to attend if required. The meeting will be held at Bildeston Health Centre.

Tour of the Surgery-Dr Hainsworth suggested that the group might like a “behind the scenes” tour of the surgery so they could get an understanding of how things work- **to be arranged in New Year.**

Terms of reference-The group would like a chance to look carefully at these – Carol to send out with this Newsletter. **To be finalised at next meeting.**

Code of Conduct- Dr Hainsworth explained the need for this as the PPG cannot be a forum for individual complaints, grudges and personal agendas. There was confusion to the difference between the PPG Code and the Practice Code. An example of a PPG Code is attached Appendix 1. The practice code of conduct is on our website.

CQC statement of purpose–will be added to our website.

PPG Grant – A PPG member offered to put a proposal together and liaise with Carol over this. Ideas include a newsletter, computer training and costs of a survey/questionnaire.

Poster- handed around – Ok to use.**Will be added to TV screen/Waiting room/Website.**

Questionnaire- A questionnaire has been agreed. It is planned to run the survey through the Month of February 2020, with PPG members and Reception staff handing them out – it will be available on the website.

Any Other Business:

Posters in the surgery were discussed: One PPG member has received complaints that we have too many old posters up? He was re-assured that this was reviewed regularly and most information was now on the TV screen. All posters in waiting room currently relevant. Messages need to get out to patients.

Tai Chi – Louise will liaise with Nick Pringle for his response.

Date of Next meeting – Wednesday 8th January 2020 at 6pm.

Dr Hainsworth thanked everyone and wished all a Merry Christmas!

APPENDIX 1 SUGGESTED CODE OF CONDUCT

PATIENT PARTICIPATION GROUP CODE OF CONDUCT

PPG members will not discuss their own personal health issues, medical condition or treatment in any emails or survey responses.

The PPG is not to be used in pursuit of specific or personal health campaigns, for example in connection with access to special treatments.

Confidentiality will be paramount. Email addresses of members of the PPG will not be disclosed to other members, unless their express consent is given. The PPG will not require information about individual patient's identity, condition of treatment and should not seek it.

Members of the PPG are expected to conduct themselves with courtesy and consideration for others.

Members of the PPG will not approach the media without the prior approval of the Practice.

PPG members are of course, free to comment as they wish as individuals. However, if they do so, they should make it clear that they are expressing a personal view and not that of the Practice or PPG.

The values that underpin the work of the PPG include:

Accountability: Everything done by the PPG should be able to stand the test of scrutiny by the public.

Integrity: This must be the hallmark of all personal conduct between members of the PPG, the Practice and the public.

Openness: There should always be sufficient openness in PPG activities to promote the confidence of the Practice, its patients and the public.