

The Jubilee Practice
Lowdham Medical Centre
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NOTES OF THE PATIENT PARTICIPATION GROUP (PPG)
Date: 5th September 2016
Location: The Jubilee Practice

<p><u>1. Welcome and Introductions</u> The Chairman welcomed the group. Present were: Rachel White (Practice Manager); Don Gifford (Chair), Maureen Whitehead, Thomas Whitehead, Joan Tracey and Maurice Tracey. Apologies from David Croft.</p>	
<p><u>2. Notes of the last meeting</u> These were verified by the group as an accurate record of the meeting.</p>	
<p><u>3. News from the Practice</u> The Practice is still awaiting the report from the CQC visit. There have been many practices who have experienced quite a delay in receiving their report and some who had their visit before us had not yet received a report.</p> <p>There were no friends and family test responses this month.</p>	
<p><u>4. Update on Practice Accommodation</u> Rachel advised that she had received a response from the CCG following our query about when we were to hear about whether our bid had been successful. The response received was that the CCG believed that NHS England would have finished their assessment by the end of August but there has been no news so far that any of the bids put in by NNE CCG have been rejected on the grounds of not meeting core criteria. The CCG have been led to understand that the fund has been oversubscribed and so there is anticipation that NHS England will be requesting that the CCGs reduce the money that they are requesting for building renovations. The CCG are expecting more news to follow towards to be beginning to middle of September and therefore Rachel agreed to keep the PPG updated with any further information.</p>	
<p><u>5. Focus and ideas for the PPG</u> Leaflets were created by Don to be handed out at the Lowdham show in order to try and recruit new members to the PPG. These were handed out by Joan and David at the show and about 140 leaflets were handed out in total. It was agreed that the remainder of the leaflets would be left on the table at the front of reception for patients to take away with them.</p> <p>Whilst the leaflets were being handed out feedback was given from patients that they were confused as to what was happening with the building work. The Group discussed how they could share information about the building works with patients. The PPG queried whether there is a possibility of putting information in the parish magazine to make more patients aware of what is planned in terms of the building work and also include information about how to join the PPG to see if that could also raise some interest.</p> <p>It was agreed that direct questions and answers would be included in the parish magazine insert which included questions were raised by the patients at the show. The questions agreed to be included and responded to were:-</p> <ul style="list-style-type: none"> • Is the building being knocked down? • Is the practice moving to a different site? • Will the practice services be affected during any work? • Why are changes required? • Will there be a change to have a say about the services which will be provided within the building? 	

<p>Don agreed to put together an entry for the parish magazine and would pass this to Rachel to ensure the content was correct.</p>	
<p><u>6. Any other business</u> Don has received interest from 1 patient wishing to join the group. Don had made contact with her and will advise her of the dates of the next meetings.</p> <p>Don shared information which had been sent to him through the People's council regarding a statement about The Willows Medical Centre services being suspended following a CQC visit. Rachel advised the group that reassurance about the safety of practice at The Jubilee Practice would come from their CQC report which will be in the public domain, available within the practice and on the practice website.</p> <p>Don shared information about an invite which has come from the CCG. The invite is to a Patient and Public Network and Celebration event. If any members of the group would like to attend the event 2 places have been allocated for The Jubilee Practice. Don will request tickets for the event and attend if he is able but any other member of the group is able to attend if they wish to.</p>	
<p><u>7. Date of the Next Meeting</u> The date of the next meeting is 10th October 2016 at 2pm at The Ley Community Centre.</p>	