

KINGS CORNER SURGERY Patients' Participation Group

Minutes of the meeting Monday 17th February 2014

Present: Peter Bateson (Chair), Christine Weightman (Secretary), Pat Morris (Minutes), Sally Hanson, Russ Howell, Spike Humphrey, Sonja Lippold, Jan Olejniczak.

Morag Langhorne was welcomed as a new member of the PPG

Clare McAteer represented the Surgery.

Apologies: Philip Shelley, Peter Standley.

1. Newsletter. Patients have been picking up printed copies from the surgery and 2,278 copies have been distributed by email.

2. Karen Maskell was welcomed as our guest speaker.

The principal business of the meeting was to discuss the role of Karen Maskell as patient representative on the CCG and her connection with Healthwatch. She explained that she had two roles:

(a) as one of two Lay Members of the Governing Body of our local Clinical Commissioning Group (CCG). She also sits on their Audit and Remuneration Committees. Her role is to represent local patients and users of NHS facilities and provide a degree of external scrutiny of the NHS system now operating. She thus observes and contributes to discussions such as on risk analysis and also the Wexham/ Heatherwood issue and is there to hold the CCG to account on behalf of the public.

(b) Karen also serves in a similar capacity on 'Healthwatch', but the PPG were very unclear as to what this new body was all about. Karen explained that Healthwatch exists to represent the interest of patients and as a link between the Local Authority (including its Social Services Department) and elements of the NHS. She likened it to the Citizens Advice Bureau. Healthwatch England describes itself as "the national consumer champion in health and care with significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services". Their statement of 'values' makes it clear that this is intended to be a public 'watchdog', both nationally and locally. It is not yet fully operative.

Healthwatch is funded by local authorities, which also determine how it will function, so there will be regional variation. Locally it will be a conduit through which all 15 of the surgeries forming our local CCG can be brought together in meetings called "Assemblies", apparently in parallel with the Bracknell & Ascot Patients' Forum. The first local Assembly meeting will be in Bracknell on March 25th, with Clare McAteer as

our representative. After this meeting the role and relevance of Healthwatch should become clearer. We are in an anomalous position with our CCG cluster in Bracknell/Ascot and our Healthwatch area in the RBWM but Bracknell Healthwatch has agreed to keep us in their picture. This will need watching.

Meanwhile, in the event of complaints or other difficulties the first port of call for KCS patients remains the Surgery itself, with recourse to the PPG if necessary.

Following on from a previous meeting, Karen was asked whether and how Patients' Surveys were compared. She explained that, as the data were not directly comparable in form or content, no formal comparisons are made. The surveys are reported nationally (to the NHS) and are public documents, but they are primarily intended as feedback for the Practice itself.

Karen was thanked for giving up her time to attend our meeting.

3. AoB

(a) It was reported that one of the evening sessions organised by Magnolia House was on the role of the CCGs and would be this Thursday at Sunningdale Church Hall. 7.30pm – details in newsletter

(b) Patient's notes are now available via EMIS to those who have signed up for access to them.

(c) The plan to upload local data to a national NHS database is proceeding. All households have been notified. A personal opt-out is provided for, but individuals must exercise this option. Many households appear not to have received the information on care data, but the procedure is going ahead anyway. [next day it was announced that the deadline would be extended by 6 months to allow better public participation].

(d) Our posters about substitute prescriptions and generic medicines need to be bigger and Sally will organise their printing and distribution to local pharmacies. Boots in Ascot still have not displayed our helpful notice, owing to the need for formal approval from elsewhere. **Action: Sally**

(e) It was suggested that our next Newsletter should invite parents and their children to contact the PPG. Karen told us that there would be action on broadening the representation from the Patients Representative on the CCG.

(f) Morag was thanked for attending her first meeting and urged to come again.

4. Next Meetings:

6.30pm at the Surgery on March 18th and April 28th.