PATIENT PARTICIPATION GROUP MEETING 16TH APRIL 2013

MINUTES OF THE MEETING

8 people attended including representation from the practice.

Names omitted due to confidentiality rules

**Apologies: x 3**

Welcomed new members and introductions

**AGENDA**

Minutes of last meeting agreed with the following action points:

Questions for Carers resource speaker CE following her presentation

Clarification required on carers 3/5 people will be a carer.

87% of carer’s mental health will be affected.

Are these predictions

Question asked by a member of the group regarding a 21 year old carer in Bradford with a learning disability who slipped through the net, as did not meet the criteria for assistance from Barnardos or Carers Resource. Does provision across the district differ.

Reply from CE re above questions –

Just to respond to the PPG questions - 3 out of 5 of us will be a carer at some time in our lives - this is just a statistic, not a prediction. 87% of carers say that their mental health has been affected - this comes from Carers UK survey 2012, so it is what the carers surveyed said of themselves in answer to the question. A large number of the carers I see say they find their situation very stressful, many say they find it hard to cope emotionally sometimes - but as I said on the night, this is not all the time - it doesn't mean 87% of carers have ongoing mental health problems, but it does mean we have to be aware of the toll caring can take, and watch out for the ones experiencing serious difficulty.

The third question is about a 21 year old carer with a learning disability in Bradford who slipped through the net as he didn't meet the criteria for help from Barnardos or CR. This is difficult for me to answer. I think Barnardo's young carers would stop at 21. Carer's Resource cover does differ - I think I said something about the complexity of the voluntary sector, where agencies are continually applying for funding - so the health service or the local authority decide they have a priority and then they invite organisations to put in a bid to provide the service. What we do in any area depends on what that locality is prepared to pay for, which is why in Bradford we are funded for information and Emergency Plans for carers, but there is no carer support officer team. If this young man was referred to our Bradford office, I'd have expected them to provide information and signpost him to any other organisation that might help.

We don't have criteria except that you have to be a carer. If it was recent, they could have also offered him a carer's assessment, which would then have been passed to social services to see if he was eligible for help from them. He could have had an emergency plan. Hope this helps.

**Health Promotion Campaigns**

**Campaign June**

Men’s Health with the Men’s Health Team coming in to the practice offering health checks to patients.

**Campaign July**

Following the practice survey results regarding access to appointments. The practice is planning a campaign in July to promote its online access to appointments, repeat prescribing and pre bookable appointment system. In conjunction with this the Patient Participation Group will also be promoted. Members of the group offered to assist in the campaigns. A planning meeting was arranged for those wishing to volunteer to help on the **25th June at 5.45.**

**CCG Update by Mrs Yaffey**

10 CCG’s in West Yorkshire, 211 in the country which will hold 60% of the total NHS budget. Airedale, Wharfedale and Craven CCG Governing Body met on the 12th of February 2013, and questions and answers from the meeting were shared with the group. The next meeting is at Keighley Civic Centre, Thursday 16th of May at 2.30.pm.

Mrs Y gave details of 2 contracts that have been awarded locally.

Mrs Y also stressed the importance of patient involvement. Meetings in Skipton and Hebden Bridge are held regular.

Mrs Y confirmed that no definite details have been provided by the government as yet regarding procurement and requested that a link to a website giving details of EU trade agreements be shared with the group.

**FUTURE MEETINGS**

G suggested that the group invite a member of the Community Team involved in the promotion of Integrated Care to the next meeting. In future the group should consider looking to set its own meeting agendas with the support of the practice.

**AOB**

HB and TP raised a concern regarding 0844 premium rate telephone numbers which appear to be in operation in the Bradford area. G confirmed that Ling House has never had or will have a 0844 number, and will enquire as to whether practices are allowed to use these numbers.

G also confirmed that calls to the out of hours service are now to 111, and these calls are free from a landline or mobile.

HB raised a concern that patients may be charged £30 for the completion of a PIP (Personal Independent Payment form). MP confirmed that payments for the completion of this type of form is by the Government Department concerned.

**Date and Time of Next Meeting – Tuesday 23rd July at 5.45pm**

**Agenda items for the meeting please send to the practice by 15th July**