

	<p>Pharmacy Update – We will arrange for ARH to update group at next meeting. Appeal has been turned down. Town Council have raised concerns regarding the foot fall coming into Upton should a pharmacy be built on our site. Group will register their disappointment and ask what basis the decision was made. CM/PW to discuss with BK.</p> <p>Community Day – It is hoped that we may join with the Primary School and Riverboats at the School Fete in June. Unfortunately the meeting for today was cancelled. PW/LB report back once new meeting has been arranged. PPG would like to be involved.</p> <p>Physiotherapy – PW confirmed we now had a new permanent Physiotherapist and her name is Elizabeth Pearson.</p>	<p>PW</p> <p>CM</p> <p>PW/LB</p>
4	<p>111/OOH – Discussion took place regarding this and it was confirmed that due to on-going operational issues NHS 111 call handling will revert back to Harmoni as from Thursday 18th April. PPG will write to SWCCG regarding concerns with 111. PW will keep PPG informed of changes as and when they happen.</p>	<p>ALL PW</p>
5	<p>GP on ambulance project – PW displayed an information poster but all were concerned as there was no colour code analysis and the group felt that a written report would be more beneficial. This item to be put on next agenda.</p>	<p>Agenda Item next meeting</p>
6	<p>Clinical Group Commissioning Involvement – Get involved, Better together – The CCG would like members of the PPG to sign up to this. It will enable patients and the public to work together with NHS South Worcestershire Clinical Commissioning Group to better understand and help shape local health services. There are several levels of membership (low, medium, high). PPG confirmed 4 members had signed up for this.</p>	
7	<p>New GP Contracts/DES update - JPB updated the group regarding the new QoF targets. He confirmed that the targets were getting harder to hit, more targets, less points and therefore less money. PW confirmed that all contracts had been signed and returned to the Worcester County Council. PW confirmed that the Weight Management LES had been stopped.</p>	
8	<p>NHS GP Patient Survey feedback – Each member was given a copy of this report and the group felt this reflected the practice very well. CM congratulated the surgery on behalf of all the members. A copy of survey will be emailed to those not present.</p>	<p>LB</p>
9	<p>Review of Action Plan – This is needed for DES purposes and we need to think of new areas ready for next year. To be put on next agenda for aims to be reviewed.</p>	<p>Agenda Item next meeting</p>
10	<p>Home from Hospital follow up – DP asked for clarification of our surgery procedure following a patient's discharge from hospital. It was confirmed that the patient needed to contact us regarding their discharge and each case is dealt with on its own merits. Members have asked if this could be put in our newsletter, LB to action. DP will email PW if she requires any further information on this topic.</p>	<p>LB DP</p>
11	<p>Practice Update – SME gave the group an update and a hard copy of this was handed out and LB will email those not present.</p>	<p>LB</p>
12	<p>Complaints, Compliments and Suggestions – PW discussed the Upton Surgery annual complaints report for period 1.4.12 – 31.3.13, a copy is available via email if required. A total of 4 complaints had been received for period 31.12.13 – 31.3.13 – all had been actioned appropriately. We had received lots of thank you cards, chocolates and sweets, various verbal compliments. Donations to UMST totalled £1029.51, of which £750 was used specifically for a memorial bench which has been installed at the front of the building.</p> <p>Patient Suggestion Box – (Jan 13 – Mar 13) – Discussion took place including the outcomes achieved and the reasons why some suggestions were not able to be actioned.</p>	

13	<p>AOB –</p> <ul style="list-style-type: none"> • SME thanked the group for all their support and the time they spend with us. • PW – A gentleman had enquired about joining the PPG group and JPB will phone him to discuss as no current vacancies. PPG are happy for him to write to them with ideas/suggestions for future discussion. • Expert Patient Programme – PW informed the group that we had now booked two courses, one for July and one for September and we are in the process of promoting this. 	JPB
	Date and Time of Next Meeting – Monday 15 July 2013 at 6.30pm	