

Patient Participation Group Meeting Minutes 30.10.2018

Attendees PPG: Adrian Rickard, Alan Dillon, Judi Pollard, Christine Endacott-Palmer, Val Dillon, Paddy Cribb, Jill Corpes, Jackie Mallery

Attendees Surgery: Paula Berry, Sarah Boltwood, Isata Green

Apologies: Leslie Clarke, Diana Martin

Resigned: N/A

Introductions: Tamsyn Ward (prospective new Committee member)

Action Items	Outcome	Who to Action
Announcements	The PPG wished to express their deep sadness at the death of one of their committee members, Des Finnegan.	
1 Minutes of Last Meeting 10.9.2018	Approved	
2 Matters Arising from Last Minutes	<p>Spreadsheets are now in place to record actions required and completed. The group would like these spreadsheets brought to each PPG meeting for review.</p> <p>The consent form for the Group to use for sharing of personal data is still outstanding.</p> <p>The agreement on effective engagement between the PPG and the practice has been forwarded to Isata who has passed it on to all GPs for review.</p> <p>Thanks were given to members of the PPG who have helped organise the upcoming AGM.</p> <p>At the last meeting there was a query around practices supporting charities. Adrian attended a CCG meeting and raised this question, the response was that it was up to individual surgeries. Generally surgeries do not advertise externally their support for a charity, so as not to favour one charity over another. However, there is no reason why a particular charity should not be supported by a group of staff within a practice.</p>	<p>SB</p> <p>AR</p>

3 Treasurer's Report	<p>Alan went through the report with the group and all agreed it was accurate.</p> <p>Alan explained that any monies left over from the Cancer Awareness event may have to be returned to our sponsors (SCC and the Community Foundation for Surrey). However, we have raised with the sponsors the possibility of our retaining the balance of the money for use towards the next event. Response awaited.</p>	AD
4 Report on Cancer Awareness Event	<p>The event was judged to be a success. It was attended by approx. 75 people. 77% of attendees who completed feedback forms thought that the event was good or excellent. Nobody thought that it was poor. Total expenditure on the event was £534.21 against a budget of £1,000.00.</p> <p>The following improvements were suggested for the next event:</p> <ul style="list-style-type: none"> • roving microphone • despite great advertising in the Normandy area not many people from Normandy attended the event. • do not have on the same day as Café Fairlands as a bit noisy • shorter programme • query whether Friday afternoon was the best day to have an event. <p>The following positives were noted:</p> <ul style="list-style-type: none"> • good venue • good parking • well attended (for a difficult topic) • positive feedback 	
5 Review of Proposed Telephone Message	<p>The Group were asked for their feedback on the surgeries' proposed telephone messages.</p> <p>Feedback:</p> <ul style="list-style-type: none"> • Message is too long • Can the 'hold' music at Normandy be changed? • Can there be an option to hold to speak to a receptionist as currently if you do not press a number you just go round in a loop. <p>Group have submitted a proposed message, Isata will take the points on board and bear in mind when drafting the final version of the message.</p> <p>Update: the music at Normandy has been changed and initial feedback from patients is positive.</p>	IG

<p>6 Update on Extended Access Appointments system</p>	<p>Paula explained how Extended Access works:</p> <p>This service has been set up to provide additional appointments outside surgeries' normal opening hours; the service is open to all Guildford and Waverley surgeries. Fairlands and Binscombe currently host the service which is provided by a company called Procure.</p> <ul style="list-style-type: none"> • Service is currently Mon – Fri 5.45-8.15pm, Sat 8-4pm, Sun 8-12pm • Patients from all surgeries are able to pre-book appointments via their own surgery. • Service will eventually include bank holidays • GP and nurse appointments available <p>A PPG Committee member has used Extended Access and thought it was a good service.</p>	
<p>7 AGM</p>	<p>The AGM will be held on Thursday 15th November 2018 @ 7pm at Fairlands Community Centre.</p> <p>It was agreed to spend £20 on refreshments for the event. A proposed revision to paragraph 10 (Finance) of the constitution would be written up for approval at the AGM.</p> <p>Val Dillon indicated that she intended to stand down as Secretary.</p> <p>Adrian stated that, if re-elected as Chairperson, he would like the new Secretary to be able to take on some additional responsibilities to ease his workload.</p> <p>The agenda for the AGM was reviewed and agreed.</p>	
<p>8 Approval of future meeting dates</p>	<p>It was asked if the PPG Committee could have some of the meetings in the evening to enable people in work to attend.</p> <p>Suggested dates for evening meetings in 2019 are Mondays: 14th January, 8th April, 15th July and 28th October. Dates to be agreed at next meeting.</p> <p>Date of next meeting is Tuesday 4th December 2018 @ 2.15-4pm.</p>	

9 AOB	<p>Adrian asked if anybody would like to attend a Surrey Heartlands Primary Care event with him on Tuesday 20th November 2-4pm. Volunteers to speak to Adrian direct.</p> <p>The Community Foundations for Surrey have said that if the Group can stage another suitable event reasonably soon, we may not have to return the balance of their sponsorship money to them. Suggestions are needed for an event. Adrian asked for the doctors to be invited to suggest a suitable topic.</p> <p>The Group asked for the website to be updated with all GPs' names. Currently, Dr Turner and Dr Gunathilaka are not on there.</p> <p>A question was asked about why there are no appointments to book online. Paula explained that not all the appointments have been put on yet.</p> <p>A PPG member had heard that some CCG's have withdrawn deliveries of medication to patients and asked the question do pharmacies have to have a delivery service. It was felt that this was a matter for the individual pharmacy to decide.</p>	IG

Programme of Events		
Event	Date and Time	Venue
AGM	Thursday 15 th November 2018 @ 7pm	Fairlands Community Centre
PPG Committee Meeting	Tuesday 4 th December 2018 @ 2.15pm -4pm	Fairlands Surgery Common Room