

## Patient Participation Group Meeting Minutes 10.9.2018

**Attendees PPG:** Adrian Rickard, Paddy Cribb, Val Dillon, Alan Dillon, Des Finnegan, Jill Corpes, Judi Pollard, Jackie Mallery, Diana Martin, Leslie Clarke

**Attendees Surgery:** Sarah Boltwood, Paula Berry, Isata Green

**Apologies:** Christine Endacott-Palmer

**Resigned:** N/A

**Introductions:**

Action Items	Outcome	Who to Action
<b>1.Minutes of last meeting 17.7.2018</b>	Group agreed that the minutes were an accurate record of the meeting.	
<b>2.Matters arising from last meeting</b>	<p>With regards to the TV at Fairlands Medical Centre, Paula has contacted the company and they have removed the out of date information. PPG said it is not really about the out of date information it is more that the adverts are not relevant to the surgery. Paula explained that we do not have any control as to which adverts go on as people have paid to advertise on there, by them paying for adverts this is how we get the television for free and are able to use it to put information on it about the surgery.</p> <p>Group all agreed that there is not much more that can be done here, but wanted it documented that they feel the adverts are not relevant.</p> <p><b>Matter closed.</b></p> <p>Paula confirmed that the photo board is now up at Normandy Surgery.</p> <p>Spread sheets are now in use for actions raised and documented when they are completed.</p> <p>All except three members of the PPG Committee have now completed their personal profiles which will be added to the website by Sarah Boltwood.</p> <p><b>Update - The profiles have now been added to the website.</b></p> <p>Consent form for PPG committee members - Isata has drawn</p>	<p><b>SB</b></p> <p><b>SB</b></p>



<b>3.Treasurer's Report</b>	<p>Currently there is £1400 in the account which is to be used as follows:</p> <p>£1000 to be used for the Cancer Awareness Event £400 for development of the PPG</p> <p>Total used for Cancer Event so far:</p> <p>£223.25 Proposed further expenditure for Cancer Event £34.12 for leaflets £125 for public liability insurance</p> <p>Any unused funds for the Cancer Awareness Event will need to be returned to the donors.</p>	
<b>4.Cancer Awareness Event Update</b>	<p>Adrian thanked all involved in the Cancer Awareness Event for the tremendous work everyone has put into organising this event.</p>	
<b>5.AGM</b>	<p>The date for the AGM is Thursday 15<sup>th</sup> November at 7pm.</p> <p>It still needs to be decided where to hold the meeting. It was suggested that it should be held at the Fairlands Community Hall. Alan will look into the hiring of the hall.</p> <p><b>Update: the Fairlands Community Hall will be available for the AGM.</b></p> <p>The group would like the practice to do a report on surgery updates at the meeting; this was agreed and added to the agenda.</p> <p>Jackie will liaise with Sarah about posters for the meeting.</p>	<p><b>AD</b></p> <p><b>IG</b></p> <p><b>JM &amp; SB</b></p>
<b>6.PPG Constitution</b>	<p>Constitution discussed to see if any changes required. Group agreed that there would need to a change in line with item 7 below.</p>	
<b>7.PPG Financial Policy</b>	<p>Financial policy wording amendment required as there need to be additional signatories. Jill Corpes has agreed to be an additional signatory. Paddy and Adrian will look into the re-wording of the document.</p>	<p><b>PC &amp; AR</b></p>
<b>8. Date of Future Meetings</b>	<p>Next full meetings are 30<sup>th</sup> October and 4<sup>th</sup> December, Adrian will circulate dates for future meetings for group to agree on. A years' worth of meeting dates will then be given to the practice in order for them to organise their diary and ensure a GP can attend every other meeting.</p>	<p><b>AR</b></p>

<p><b>9. AOB</b></p>	<p>Members of the PPG mentioned the suggestion box that is at Fairlands reception and asked how the group would be involved in any suggestions made by patients. Isata will inform Adrian of any suggestions relevant to the group.</p> <p>8 members of staff from Fairlands Practice recently took part in a sponsored run which the PPG thought was great; the group would like to be able to support future events like this. The group suggested they could advertise it in the PPG section of the newsletter and in the surgery.</p> <p>Isata explained that we may not be able to advertise this in the surgery as it could be perceived that the Practice supports some charities but not others.</p> <p>It was agreed that any future events would be included in the PPG section of the newsletter and that is was the group expressing their wish to support the event.</p> <p>Adrian will raise the subject of surgeries sponsoring charities at the next CCG meeting.</p> <p>Question was raised about how patient referrals work as the group have received feedback that not all referrals are being received by the hospital.</p> <p>Isata said if this was a specific patient can the group ask them to contact the surgery so it can be looked into further.</p>	<p><b>AR</b></p>
<p><b>10. Surgery Updates</b></p>	<p>Isata updated the group on current plans:</p> <p><b><u>Extended Access</u></b> The surgery is now the host surgery for this service <b>which</b> is available for all Guildford and Waverley patients and enables them to book appointments outside of the normal surgery hours to see a GP at Fairlands.</p> <p>Isata asked if the PPG could raise awareness of this <b>in</b> the general population.</p> <p><b><u>Practice Boundaries</u></b> Surgeries in Guildford have been having meetings with the CCG around changing practice boundaries, some Practices to increase their boundaries and some to reduce. Fairlands opted to increase their boundaries slightly. This is currently in the planning stages and will need to be finalised with NHS England. The PPG has requested that they are notified when the changes have been confirmed.</p> <p><b><u>Patient Survey</u></b></p>	

	<p>Isata asked when the group would like to do the next patient survey, it was agreed that the survey would be carried out bi-annually; therefore the next survey will be due to start in September 2019.</p> <p><b><u>Ask My GP</u></b></p> <p>The surgery is currently looking in to how they can make the appointment system at the surgery more efficient. One area they are looking at is a platform called “Ask My GP”. This works by all patients submitting their medical queries to the surgery using the Ask My GP platform via the Practice’s website and then their query being triaged by a GP and either resolved without the need for the patient attending the surgery or patient will be called in for an appointment. Patients that do not have access to the internet will still be able to telephone the surgery.</p>	
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<b>Programme of Events</b>		
<b>Event</b>	<b>Date and Time</b>	<b>Venue</b>
Cancer Awareness Event	21.9.2018 @ 1.15pm	Fairlands Community Centre
Full PPG Committee Meeting	30.10.2018 @ 2.15-4pm	Fairlands Surgery
PPG AGM	15.11.2018 @ 7pm	Fairlands Community Centre
Full PPG Committee Meeting	4.12.2018 @ 2.15 -4pm	Fairlands Surgery