

Patient Participation Group Meeting Minutes Monday 14th January 2019

Attendees PPG: Adrian Rickard (Chairperson), Christine Endacott-Palmer, Judi Pollard (Secretary), Tamsyn Ward, Jackie Mallery, Alan Dillon (Treasurer), Claire Waters-Duke, Val Dillon, Leslie Clarke.

Attendees Surgery: Sarah Boltwood, Isata Green (part-time)

Apologies: Jill Corpes, Diana Martin, Paddy Cribb

Resigned: N/A

Introductions: Josh Palmer attending the meeting as an observer.

Action Items	Outcome	Who to Action
1. Co – opting New Member	Claire Waters – Duke was co-opted by the group. Proposed by Jackie Mallery and seconded by Tamsyn Ward. Group all agreed.	
2. Minutes of last meeting 4.12.2018	A copy of the meeting minutes to go on the Patient Participation Group board in reception at Fairlands. Update: latest minutes are on the board. Date of final draft of minutes to be added to bottom of page Update: actioned from current minutes Minutes approved	SB SB
3. Matters arising from last meeting 4.12.2018	Adrian has simplified the confidentiality data form for the group. Group to come up with ideas with regard to confidentiality form for February meeting in order to finalise the form. Josh queried whether you need D.O.B and full name on the form. Telephone message still not been updated. Paula to action It was agreed that GPs would attend the Group's daytime Tuesday meetings. Judi has checked availability of dates for the Fairlands Community centre for the next PPG event – 1 st June and 15 th June are free. Charge for hall TBC. Update: the FLGCA would have to charge for a Saturday booking. Christine has checked availability of dates for Normandy Village Small Hall – 1 st , 18 th and 29 th June are free. There	PPG PB

	<p>would be a charge for this hall £55 8-1pm and £65 1-6pm. Update: sub-committee now feel that the Small Hall would be too small and have provisionally booked the Main Hall for 22 June (1-6pm). Other halls in Normandy are also being explored.</p> <p>Adrian has spoken to Community Foundation for Surrey with regard to the money left over from the cancer awareness event. They need to know as soon as possible when and what the next event is in order to make a decision whether the group can keep the funds for this event. Adrian thought that was a good possibility that we would be able to keep the funds if we submitted a proposal very soon.</p> <p>Christine has donated a notice board to Normandy surgery similar to the one at Fairlands.</p>	<p>AR</p>
<p>4. Report on Guildford & Waverly CCG PPG meeting. 13.12.2018</p>	<p>Adrian attended this meeting, of which the highlights were:</p> <ul style="list-style-type: none"> • Presentation by Phyllis Tuckwell Hospice • Presentation by Macmillan • An account of the pilot at several surgeries using on-line consultations. The pilot has involved trialling of various different suppliers of on line consultations. <p>IG said that Dr Link is one of the potential providers and that we may possibly use it here at Fairlands in the future.</p>	
<p>5. Next Fairlands PPG event</p>	<p>Adrian suggested there should be a small working group as with previous events. Group agreed.</p> <p>Volunteers for the sub group are Judi Pollard, Jackie Mallery, Claire Waters -Duke, Alan Dillon, and Adrian Rickard.</p> <p>Group asked Isata to confirm with GPs that they are happy for the Group to do the next event on diabetes. Isata will ask but does not think the GPs will object.</p> <p>Isata to ask Dr McKendry if he is free on 1st, 8th, 15th, 22nd or 29th June to attend this event as he is the diabetes lead.</p> <p>Judi has contacted Surrey Healthwatch and they have advised that the bid for funding application needs to be received by 18th February 2019. Judi will draft an application if the sub-committee decide to put in a bid.</p>	<p>IG</p> <p>IG</p> <p>JP</p>

<p>6. Effective engagement plans for 2019</p>	<p>Adrian had a meeting with Isata to discuss plans for the Group for 2019.</p> <p>Summary of ideas are:</p> <ul style="list-style-type: none"> • Organise an educational event (e.g. on diabetes) • PPG to run training sessions for patients who would like to learn how to use a computer to get more from their doctors' surgery and access useful health-related websites. Adrian will email Paul Kassell who already runs groups similar to this. <p>Update: Paul Kassell has kindly agreed to provide IT training to Fairlands patients.</p> <ul style="list-style-type: none"> • PPG to raise awareness of the process of requesting a prescription and how long it takes. • PPG to draft points for the Practice Newsletter 	<p>AR</p> <p>IG</p> <p>PPG</p>
<p>7. Royal Surrey Communications Survey 2018</p>	<p>Adrian asked who had completed the RSCH communications survey 2018 and whether they had found it useful or relevant. Some members of the group had completed the survey and felt that it was not relevant to care patients had received.</p> <p>For example:</p> <ul style="list-style-type: none"> • No questions about services or appointments • Patients not asked for feedback on types of services • Not asked if the service was effective <p>Adrian will collate information and feedback to RSCH.</p>	<p>AR</p>
<p>8. Involving Young People</p>	<p>Josh Palmer was attending the meeting to present ideas on how the PPG can actively encourage younger people to contribute to the Group's work.</p> <p>Ideas:</p> <ul style="list-style-type: none"> • Links with Primary Schools for access to parents • Drop-in sessions after school • Partnering with local Senior schools • Tutorials in lessons such as PSE • Social Media advertising <p>Josh requested a breakdown of patient demographics. Sarah will forward this information.</p> <p>Update: Patient demographics have been sent to Josh.</p>	<p>SB</p>
<p>9. AOB</p>	<p>It was suggested that the Group should have a PPG stall to advertise themselves at Normandy Village Fete to be held on 26 August 2019, and other similar events.</p>	<p>PPG</p>

Programme of Events		
Event	Date and Time	Venue
PPG diabetes event sub group meeting	Thursday 24.1.2019 10-12pm	Common room Fairlands
PPG diabetes event sub group meeting	Friday 8.2.2019 2-4pm	Common room Fairlands
PPG Committee Meeting	Tuesday 26.2.2019 2.15 – 4.00 pm	Common room Fairlands