

Patient Participation Group Meeting Minutes Thursday 24th May 2018

Attendees PPG: Adrian Rickard (AR), Jackie Mallery (JM), Val Dillon (VD), Alan Dillon (AD), Judi Pollard (JP), Jill Corpes (JC), Diana Martin (DM).

Attendees Surgery: Isata Green (IG)(PM), Sarah Boltwood (SB)

Apologies: Paddy Cribb (PC), Christine Endacott-Palmer (CEP)

Resigned: N/A

Introductions: AR welcomed everyone to the meeting and thanked everyone for coming

Action Items	Outcome	Who to Action
1. Minutes of last meeting 10.4.2018	Minutes of previous meeting accepted.	
2. Matters arising from minutes of 10.4.2018	<p>Paula to contact AR with regards to the TV in reception to confirm if it is now up to date. SB has passed AR's email address to Paula.</p> <p>PPG queried whether there needed to be adverts on the TV. It was explained that there are a lot of adverts on the TV as this is how the TV company make their money, in order for the surgery to have TV free of charge. PPG asked that, if there have to be adverts, they be made more relevant and beneficial to patients.</p> <p>The group queried why the photo board at Normandy has still not been put up, as this discussion has been on-going for about 6 months.</p> <p>Update – Paula had spoken to the team at Normandy who are not keen to have their photos and full names displayed. Paula will go back to the team at Normandy and suggest photos are displayed with first names only.</p> <p>PPG profiles have been received from JM, JP, DM, VD and JC – AD will forward his profile to AR, AR will follow up with the remaining PPG members (PC, LC, CEP and DF) for their profiles.</p> <p>DM does not want her photo on the website, but would be happy with a photo in the surgery. IG will ask the group to sign a consent form to say they are happy for their photo and details to be on the website.</p>	<p>PB</p> <p>PB</p> <p>AD AR</p>

	<p>The PPG email account has been created but the password was not working, IG now has new password and will test to see if it works and then forward the details to AR. AR and IG will have initial access to the account. It will be decided at a later date who else has access to the email from the group.</p> <p>Update – AR has confirmed that the PPG’s email address fairlands.ppg@nhs.net is now working. Fairlands patients can now contact the PPG using this e-mail address.</p> <p>AR and DM had planned a visit to St Luke’s Surgery PPG meeting. However this visit was cancelled as the St Luke’s Chair said the group is currently low on numbers.</p> <p>AR and JM had planned to attend a talk on cancer in Dorking. However, this talk had been cancelled due to lack of interest.</p>	
<p>3. Quarterly financial report</p>	<p>AD confirmed that the group’s current balance remains at £0 Surrey County Council has said funds would be available at end of June for the Cancer Awareness Event.</p> <p>Fairwood Helpers have said they may be able to give a grant either for continuing projects for the PPG or for the Cancer Awareness Event. They would need details of how the money would be used. JP will send a letter requesting a grant to support the future development of the PPG.</p> <p>Update – a grant of £500 has now been received from the Community Foundation for Surrey towards the Cancer Awareness Event.</p>	<p>JP</p>
<p>4. Effective Engagement between Practice and PPG</p>	<p>Dr McKendry had previously invited the PPG to set out their expectations from the Practice. AR asked the group what their expectations of the Practice are. These were discussed and agreed as follows:</p> <ul style="list-style-type: none"> • IG to attend all meetings for the full duration of the meeting; or if she is unable to attend a nominated deputy to attend in her place. The group suggested that maybe the Assistant Practice Manager could attend. The group would like to meet Paula (APM). • AR suggested meetings were planned a year in advance to help the Practice organise their diaries. • AR thought that the group should have a closer relationship with the GPs and suggested that a GP attends alternate meetings (i.e. 4 of the 8 meetings a year). This need not necessarily be the same GP at each meeting, as the group were keen to meet all the GPs. <p>IG suggested that AR and another PPG member attend one of the GP practice meetings to further discuss effective engagement. IG said that there is a standing agenda item at the</p>	

	GP weekly meetings to discuss matters arising from PPG meetings.	
5. Cancer Awareness Event update	AR gave the group the proposed final programme of the Cancer Awareness Event (embedded below). The group approved the event programme.	
6. How to Increase Public Awareness of the PPG	AR asked the group for ideas on how to promote the PPG. Ideas included: <ul style="list-style-type: none"> • JM suggested a stall for the PPG at the Cancer Awareness Event. • Advert to go in Fairlands and Normandy magazines. • AR will write a piece to go in the latest Fairlands surgery newsletter (already actioned). 	AR
7. General Data Protection Regulations (GDPR)	AR asked if the group needed its own data protection policy, as it did not generally receive, gather or store personal data. It was agreed to have a policy to say that the group will not share without consent any personal data it receives. IG suggested the group use a consent form for members of the group.	
8. Extended Access	IG informed the group that Fairlands surgery will be used for the extended hours hub for Guildford. The service will run Monday – Friday 6-8pm Saturday 8-4pm and Sunday’s 9-2pm, the service will not be exclusive to Fairlands patients, the surgery will be used to see patients from other surgeries in the Guildford area as well.	
9. Date of Next Meetings	Dates agreed for Tuesday 17 th July 2018 2.00 -3.30pm and Monday 10 th September 10.00 -11.30am.	
10. AOB	No further business.	

Programme of Events		
Event	Date & Time	Venue
Full PPG meeting	Tuesday 17.7.2018 2.00 - 3.30pm	Fairlands Medical Centre
Full PPG meeting	Monday 10.9.2018 10.00 - 11.30am	Fairlands Medical Centre
Cancer Awareness Event	Friday 21.9.2018 1.15- 6.00pm	Fairlands Community Centre