

## Patient Participation Group Meeting Minutes 26.2.2019

**Attendees PPG:** Adrian Rickard (chair), Judi Pollard (secretary), Alan Dillon (treasurer), Val Dillon, Tamsyn Ward, Claire Waters-Duke, Jackie Mallery, Leslie Clarke, Jill Corpes, Christine Endacott-Palmer.

**Attendees Surgery:** Dr McKendry, Isata Green, Sarah Boltwood

**Apologies:** Paddy Cribb, Diana Martin

**Resigned:** N/A

**Introductions:** N/A

Action Items	Outcome	Who to Action
<b>1.Minutes of last meeting 14.1.2019</b>	<b>No comments – PPG accepted minutes as an accurate record.</b>	
<b>2.Matters arising from last meeting 14.1.2019</b>	<p>Adrian has re-drafted the PPG Consent Form needed to meet General Data Protection Regulations. This was shown to the group and agreed. AR will bring copies for signature by Committee members to the next meeting.</p> <p>Telephone message has still not been recorded; Dr McKendry has agreed that he will do it if nobody else can. Paula to liaise with Dr McKendry.</p> <p>PPG were asked for their help in raising awareness of the process of requesting repeat medication. The group would like to know how they can help with this. Dr McKendry explained that the need to raise awareness has come about as the Practice is receiving an increased amount of requests from patients who have run out of medication and want it issued on the same day (this is not a service the Practice should be offering). Isata to give further guidance on how the group could help with this.</p>	<p><b>AR</b></p> <p><b>PB</b></p> <p><b>IG</b></p>

<p><b>3.Promoting the work of the PPG</b></p>	<p>Group discussed ideas of how to promote the work of the PPG:</p> <ul style="list-style-type: none"> <li>• PPG stand at the diabetes event</li> <li>• A promotional sail or backcloth for use at events</li> <li>• Within the surgery, possibly once a month, there could be a PPG table so patients can ask questions</li> <li>• Tailored questionnaires that ask what patients want from their surgery.</li> <li>• Flyers in childrens' school bags, community newsletter</li> </ul> <p>It was agreed that a table and the questionnaire were good ideas. Tamsyn will work with Isata on the questionnaire.</p>	<p><b>IG &amp; TW</b></p>
<p><b>4.Diabetes event</b></p>	<p>Update given about the diabetes event:</p> <ul style="list-style-type: none"> <li>• Date and venue confirmed: St Mark's Hall, Normandy on 22.6.2019, 1.45-5.15pm</li> <li>• Programme of events coming together, awaiting further information from some speakers</li> <li>• Dr McKendry to confirm if he can make the date and do a talk</li> <li>• Judi requested help on the day from the other members of the PPG</li> </ul> <p>Adrian would like to thank the diabetes sub-group for their organisation so far. Leslie has agreed to do reception for the event.</p>	<p><b>Dr MM</b></p>
<p><b>5.IT workshops for patients</b></p>	<p>Paul Kassel has agreed to run these groups. The sessions will be advertised on the PPG notice boards.</p> <p>Wording for the advert was discussed; Adrian will take on board ideas and re-draft the advert.</p> <p>Isata asked for the information about e-Consult to be removed as the Practice is currently no longer offering this service.</p> <p><b>Update – advert now agreed and placed on PPG notice boards.</b></p>	<p><b>AR</b></p>

<p><b>6. Inter-generational music making</b></p>	<p>Adrian raised the idea of intergenerational music making as a useful way of helping people with various conditions such as speech difficulties and dementia. The Group agreed that they would like to learn more about this activity. Adrian will invite Charlotte Miller, founder of Intergenerational Music Making, to the next full PPG Committee meeting to give the group more information.</p> <p><b>Update - Charlotte Miller has agreed to make a presentation at the next full PPG Committee meeting (8.4.2019)</b></p>	<p><b>AR</b></p>
<p><b>7.AOB</b></p>	<p>Adrian asked Alan (as Treasurer) and Judi (as Secretary) to sign the updated constitution which was confirmed at the Special General Meeting held on 14<sup>th</sup> January 2019. Copies of the signed document will be distributed to PPG Committee members at the next full Committee meeting.</p> <p>Val asked about CPR training, Leslie said they hold sessions at Normandy Village Hall twice a month.</p> <p>Christine asked whether the surgery have anything in their public liability policy that would cover the PPG for holding public events, as it is quite costly for the group to purchase their own insurance. Isata will look into this.</p> <p>Answerphone music at Normandy is still not acceptable; it needs to be more soothing. Paula to liaise with Christine on what sounds best.</p>	<p><b>AR</b></p> <p><b>IG</b></p> <p><b>PB &amp; CEP</b></p>
<p><b>8.Next meeting date</b></p>	<p>Monday 8<sup>th</sup> April 2019 6-8pm.</p>	

<b>Programme of Events</b>		
<b>Event</b>	<b>Date and Time</b>	<b>Venue</b>
Diabetes Event sub-group meeting	28.3.2019 10-12pm	Fairlands Medical Centre
Full PPG meeting	8.4.2019 6-8pm	Fairlands Medical Centre