

## Patient Participation Group Meeting Minutes Tuesday 4<sup>th</sup> December 2018

**Attendees PPG:** Adrian Rickard, Tamsyn Ward, Christine Endacott – Palmer, Paddy Cribb, Jackie Mallery, Judi Pollard, Val Dillon, Jill Corpes (part –time)

**Attendees Surgery:** Sarah Boltwood and Paula Berry

**Apologies:** Alan Dillon and Diana Martin, Leslie Clarke

**Resigned:** N/A

**Introductions:** Welcome to Tamsyn Ward, new PPG Committee member, and Claire Waters – Duke, prospective new Committee member.

Action Items	Outcome	Who to Action
<b>1 Minutes of last meeting 30.10.2018</b>	<p>The music at Normandy has still not been changed, and needs to be more soothing. Paula explained that it had been changed but would change it again.</p> <p><b>Update: the music has now been changed again; Group to see if this is more suitable.</b></p> <p>JM was not happy with the comment that the Cancer Awareness event had not been well advertised in the Normandy area. She listed all the places where she had advertised. It was agreed that this was ample advertising. The comment was changed to:</p> <p><b>Despite great advertising in the Normandy area, not many people from Normandy attended the event.</b></p> <p>The comment made about pharmacies not delivering any more has been changed to say:</p> <p><b>“A PPG member had heard that some CCGs have withdrawn deliveries of medication to patients and asked whether pharmacies have to have a delivery service. It was felt that this was a matter for the individual pharmacy to decide”</b></p> <p><b>Update: the above changes have been made to the previous minutes. The revised minutes were approved.</b></p>	<b>PPG</b>
<b>2 Matters arising from last meeting</b>	<p>AR has requested that the spreadsheet with the action points on it is brought to each meeting.</p> <p>Personal data form for Group members: it was decided that a simple form is required for when members join the Group, to confirm their agreement with how their data would be used.</p>	<p><b>SB</b></p> <p><b>AR</b></p>

	<p>Telephone message is still to be approved and recorded. PPG comments have been taken into consideration when re drafting the message.</p> <p>At the last PPG meeting Val Dillon stood down as Secretary. As yet nobody had been appointed as Secretary. Adrian asked if anyone would like to volunteer for this role. Judi Pollard offered to take the role and will see how it goes in terms of time required.</p> <p>Website updates: there were still no photos of the two new GPs.</p> <p><b>Update: photos are now on the website for Dr Turner and Dr Gunathilaka.</b></p>	
<b>3 Minutes of AGM 15.10.2018</b>	The minutes of the AGM were approved.	
<b>4 Procedure for altering PPG constitution</b>	<p>Currently, the PPG are unable to alter the wording of the constitution regarding a change of signatories as the proposed change had not been included in the notices advertising the AGM.</p> <p>To remedy this situation, the Group agreed to hold a Special General Meeting. This meeting has been advertised on the website with the proposed wording changes and at both surgeries. The meeting will be held on Monday 14<sup>th</sup> January 2019 at 6pm at the Fairlands Medical Centre, just prior to the next PPG Committee meeting.</p>	
<b>5 Meeting Dates 2019</b>	<p>The following meeting dates were agreed for 2019.</p> <p>A GP will attend every other meeting.</p> <p><b>Monday 14th January 2019 6-8 pm</b>  <b>Tuesday 26th February 2019 2.15-4 pm</b>  <b>Monday 8th April 2019 6-8 pm</b>  <b>Tuesday 21st May 2019 2.15-4 pm</b>  <b>Monday 15th July 2019 6-8 pm</b>  <b>Tuesday 10th September 2019 2.15-4 pm</b>  <b>Monday 28th October 2019 6-8 pm</b>  <b>Tuesday 3rd December 2019 2.15-4 pm</b></p>	

<p><b>6 Next PPG event</b></p>	<p>Suggestions were made for future PPG events:</p> <ul style="list-style-type: none"> <li>• Could do two events in 2019</li> <li>• Type 2 Diabetes, Mental Health, Loneliness. Diabetes was the favoured topic.</li> <li>• Adrian has asked the group to generate ideas of how to take this forward. Ideas to be discussed at January 2019 PPG meeting</li> <li>• Possibility of doing event in June 2019</li> <li>• Judi to look at possibility of using Fairlands community centre for the event, will check availability of Saturdays in June 2019</li> <li>• Christine to look at availability of Normandy Village Hall</li> <li>• Judi will contact HealthWatch Surrey to check when their closing date is for next year's applications to the community fund</li> </ul> <p>When the topic, format and timing of the next event have been decided, Adrian will write a letter to Surrey Community Foundation to ask if we can keep the leftover money from the Cancer Awareness event for this event. Similarly, Alan will write to Surrey County Council to ask if we can keep leftover funds for this event.</p>	<p>JP CEP JP AR AD</p>
<p><b>7 Development plans for PPG</b></p>	<p>AR asked for ideas on how to use the money awarded to the PPG by Fairwood Helpers and Normandy Parish Council for future development of the PPG.</p> <p>Suggestions:</p> <ul style="list-style-type: none"> <li>• Advertising of PPG at local fetes (e.g. a stand at events / a backcloth).</li> <li>• Neutral banner with blank space on for dates and events for advertising of future events</li> <li>• Neutral leaflet</li> <li>• Leaflets delivered by the person who does the local paper round</li> </ul> <p>The FLGCA have had a projector and screen donated and have said that PPG could use these at future events held at the Fairlands Community Centre.</p>	<p>PPG</p>
<p><b>8 Effective engagement plans for 2019</b></p>	<p>Paddy has donated a notice board to the PPG for use at Fairlands Medical Centre. The PPG suggested the notice board was put up underneath the television in Fairlands Reception area; this is to be agreed by the practice.</p> <p><b>Update: the notice board has now been put up underneath the television at Fairlands.</b></p>	

<p><b>9 AOB</b></p>	<p>A PPG member has seen a leaflet at Normandy surgery advertising online consultations with your GP. It was explained that this was a feature within EMIS (surgery clinical system) however it is not a feature that is used by the surgery. The surgery does however use e-Consult which can be accessed via the surgery website.</p> <p>A PPG member raised a query about how reception staff are trained to deal with emergency situations that may arise in reception. SB explained that the reception staff have access to a duty doctor at all times and can press a button within EMIS or on the telephone to alert the need for help.</p>	

**Programme of Events**

<b>Event</b>	<b>Date and Time</b>	<b>Venue</b>
PPG Special General Meeting	Monday 14 <sup>th</sup> January 2019 6-6.15 pm	Fairlands Medical Centre
PPG Meeting	Monday 14 <sup>th</sup> January 2019 6.15 -8 pm	Fairlands Medical Centre