

Patient Participation Group Meeting Minutes 29.11.2016

Attendees (PPG): Alan Dillon (AD), Jackie Mallery (JM), Val Dillon (VD), Jill Corpes (JC), Moira Newman (MN), Judi Pollard (JP), Frank Clement – Lorford (FCL).

Attendees (Practice): Sarah Boltwood (SB) (Admin), Isata Green (IG) (Practice Manager).


Apologies: Desmond Finnegan, Diana Martin, Paddy Cribb, Christine Endacott – Palmer.

Resigned: N/A

Introductions: FCL welcomed everyone to the meeting and thanked them for coming. FCL gave apologies for those unable to attend.

Action Items	Outcome	Who to Action
<p>1. Approval of minutes from 25th October 2016 meeting.</p>	<p>JP raised a point about a Diabetic Educational Event that she had attended which was organised by a PPG from another CCG. JP said that other CCGs put money into these groups for education and asked why Guildford & Waverley do not provide any funds. JP said that she was meant to be attending another meeting on 3rd October and intended to raise this point at the meeting to enquire about how the funding works. Unfortunately she was unable to attend the meeting on the 3rd October so this action is still on-going.</p> <p>JP will be attending a diabetic meeting WC 5th December 2016, she will follow up the point raised above at that meeting.</p> <p>JM raised a point at the last meeting about a question she would like including in the patient survey; she would like to ask people if they prefer to see a male or female GP.</p> <p>FCL said that if you book online you already have the option to choose if you want to see a male or female GP.</p>	

Approval Cont.....	<p>FCL asked if the surgery had displayed the certificate that Surrey Health watch had presented to the group for their success in the organisation of the “Dementia Awareness Day Event”</p> <p>SB confirmed that this is displayed on the notice board in the pharmacy corridor.</p> <p>All other minutes approved.</p>	
2. Practice Updates	<p>IG attended the meeting today to give the group updates about the surgery.</p> <p>IG thanked the group for the organisation of the Minor Illness Event. She said that she had been surprised by the low attendance considering how well the group had advertised the event.</p> <p>IG let the group know of an initiative that the practice has put forward to the CCG to help minimise A&E attendances. The initiative is based around patients that are likely to have a fall or have had a fall in the past, the idea being to have an exercise group for this group of patients to help strengthen core muscles and improve mobility and stability. The surgery has submitted this proposal to the CCG and are waiting to hear if their proposal has been approved.</p> <p>IG informed the group that the surgery have employed a new Nurse Practitioner, she is called Michelle Carter and will work Mondays and Fridays 8.30-5.30.</p> <p>VD asked how you get an appointment with the nurse practitioner, SB explained that when you phone the surgery you will be asked if the matter is urgent and needs to be seen on the day, if it is urgent and it is something the nurse practitioner can help with you will be offered an appointment with her (subject to availability). If you do not wish to tell the receptionist the nature of the problem your call will be triaged through to the duty doctor who can then book you in with the nurse practitioner.</p>	

Practice Updates Cont.....	<p>IG informed the group that there will be some building work going on at Normandy due to the accident that happened there when a car backed into the surgery.</p> <p>IG read the group a compliment letter she had received from a patient with regard to our current appointment system and how well the patient thought it worked (see attachment below).</p>  <p>Patient Compliment29122016</p>	
3. Minor Illness Event Feedback	<p>The group and the surgery were disappointed with the attendance of the event as it had been so well advertised. Below is some feedback about the event:</p> <ul style="list-style-type: none"> • Patients said they could not hear very well. • The group thought perhaps it was the wrong time of year as lots of people do not like to go out after dark. • It was felt that some speakers were not specific enough. • The group felt that there was not enough known about walk-in centres and perhaps the surgery could advertise their services in the reception area. • Can there be a link on the website to the walk-in centres. • Is there a dedicated list of ailments that you can see the pharmacist for. <p>IG said that NHS England are planning to have a dedicated list of ailments that you can go to the pharmacy for, this is due to happen soon.</p> <p>SB will organise the advertising of walk-in centres in the surgery and on the next newsletter.</p>	SB
4. Survey Questions	<p>The group would like to arrange a meeting with Isata to finalise the questions for the survey. FCL will liaise with IG to arrange a date. The survey is due to go out in January</p>	

	<p>2017. It was suggested that next year we try to do the survey around the same time as the first flu clinics of the year in order to capture more people.</p> <p>AD showed the group the survey questions they had so far and asked the group for feedback on the format of the survey, the group chose the format of the General Practice Questionnaire that AD had found online.</p> <p>The Practice Survey Sub – committee will meet again to discuss further questions to be included in the survey.</p>	
5. AOB	<p>The Patient Participation Group asked if they could have a notice board in the surgery advertising the group and what they do; this is something that Surrey Health watch recommends.</p> <p>AD asked the group to consider different types of bank accounts now that the group is fully operational. AD suggested a couple of different accounts and proposed that they went with the Lloyds account that can be started with nothing in it, you get a cheque book, debit card and online access, you would also need two signatures for any withdrawals.</p> <p>The group voted and decided to go with the Lloyds bank account.</p>	IG

Programme of Events

PPG Meeting: January 3rd 2017 @ Fairland's Medical Centre 3-5pm