

Patient Participation Group Meeting Minutes Tues 10th April 2018

Attendees PPG: Adrian Rickard (AR)(Chair), Val Dillon (VD), Alan Dillon (AD), Jill Corpes (JC), Diana Martin (DM), Judi Pollard (JP), Jackie Mallery (JM), Paddy Cribb (PC), Leslie Clark (LC)

Attendees Surgery: Dr McKendry (MSM), Sarah Boltwood (SB).

Apologies: Christine Endacott-Palmer (CEP) and Isata Green (IG)

Resigned: Eric Marks - Oldham

Introductions: AR welcomed Leslie Clarke (LC) as a new member of the Fairlands Practice Patient Participation Group.

Action Items	Outcome	Who to Action
1. Minutes of last meeting 27.2.2018	<p>DM asked for the minutes to be corrected to include her apologies for the last meeting. SB has updated the minutes to be added to the website.</p> <p>JM asked for a correction to point 8 of previous minutes. She has contacted the Community Foundation for Surrey to request a £500 donation for the Cancer Awareness Event and is awaiting a response.</p> <p>With these corrections, the minutes were approved.</p>	<p>SB</p> <p>SB</p>
2. Matters arising from minutes of 27.2.2018	<p>AR asked if we had any news with regard to the television in reception being updated with current information and if the staff photo board at Normandy has been put up yet. SB has passed this to Paula Berry to look into.</p> <p>Update: PB has contacted the television company who have given us a list of the adverts. We will let them know which ones need removing.</p> <p>PB is still working on the photo board for Normandy surgery.</p> <p>VD reported that the “Over The Counter Medicines” Initiative is not yet in the Fairlands Magazine. She is hoping it will be in the May edition. LC suggested that this advert is also put in the Normandy Villager Magazine which goes out 4 times a year.</p>	PB
3. Personal profiles for	AR asked the Group for comments on the suggested examples of personal profiles to add to the PPG section of	

<p>website</p>	<p>the Fairlands website. DM questioned why they needed to have their profiles on the website. AR explained that it would be helpful to patients to be able to identify members of the Group. PPG agreed that this was a good idea and that they should make themselves known to patients. AR said that it was not compulsory for everyone to have their profile on the website. If anyone was unhappy with their profile being on the website, it need not be included.</p> <p>The Group will write up their individual profiles to be added to the website.</p>	<p>PPG</p>
<p>4. E-mail and telephone contact with PPG</p>	<p>IG has proposed an email address for the Group for patients to be able to contact them. This is in process. It needs to be agreed who would have access to the email and who would monitor it. AR will agree this with IG once the email has been set up. It will be an NHS.Net email address, as this is secure.</p> <p>It was also suggested that the Group have a mobile telephone for contact. The PPG decided that, for practical reasons, this was not a good idea.</p>	<p>IG/AR</p>
<p>5. Financial Policy</p>	<p>The proposed Financial Policy was presented to the PPG for approval. At PC's suggestion, the draft policy had been changed to be in line with the constitution which requires two signatories on any cheque. There would also need to be a replacement signature if one of the signatories was away. The Financial Policy was approved by the Group and is embedded below.</p>  <p>PPPG Financial Policy Apr 2018.ppt</p>	
<p>6. Visit to Grayshott PPG 28.3.2018</p>	<p>AR and JP reported on their visit to Grayshott's PPG meeting on 28 March. Of particular interest were:</p> <ul style="list-style-type: none"> • An atmosphere of constructive co-operation between practice and PPG members, with evidence of co-leadership, positive energy and ideas from all parties. • A GP and the Practice Manager attend each meeting • The Group is about the same size as Fairlands. • The meeting was held at lunchtime for 1.5hrs. • Tea and biscuits were provided. • Grayshott are members of National Association for PPGs (note: Fairlands are also members, membership needs to be reviewed) • A 'brainstorming' session was held at the end of the meeting, covering subjects such as future projects, keeping patients healthy and fundraising. 	

	<p>AR proposed the next visit to be to St Luke's Surgery PPG on 3rd May. DM agreed to accompany AR, who will confirm times.</p> <p>Update: we have subsequently been informed by St Luke's PPG that their meeting on 3rd May has been cancelled.</p>	AR/DM
<p>7. Guildford & Waverley CCG meeting 8.3.2018</p>	<p>AR reported on the network meeting of PPG Chairs at the Guildford and Waverley CCG. Presentations were made by Jennie Smith on Patient Access On-line and Alison Whitehorn on Adult Community Health Services.</p> <p>Online access would enable patients to:</p> <ul style="list-style-type: none"> • Request prescriptions • View test results • View parts of their own patient record • Book appointments <p>From 17 March 2018, adult community health services In Guildford and Waverley would be provided by the Royal Surrey County Hospital working jointly with Procure Health.</p> <p>MSM explained more about Procure and its services:</p> <ul style="list-style-type: none"> • Procure is a company set up by GPs • Single entity for all practices to work jointly with secondary care • Procure have taken over this contract from Virgin Care • Services under one umbrella and provided locally <p>AR would be unable to attend the next meeting of the PPG Chairs' network on 21st June at 2.00 pm and asked for a substitute. AD agreed to go in his place.</p>	
<p>Cancer Awareness Event (21.9.2018) update</p>	<p>AR updated the group on where they are at with speakers and has drafted a proposed programme of events for the group to discuss.</p> <p>PC suggested getting a speaker to talk about on-going cancer research at RSCH. AR will look into this.</p> <p>PC asked if there will be a chance for Q&A. AR will talk to the speakers about this.</p> <p>PC suggested that there should be 2 longer breaks instead of the proposed 3 shorter breaks.</p> <p>LC suggested that, if the Group approached Normandy Parish Council, they would probably give a donation to the project.</p>	

	<p>AD will do this and also approach Worplesdon Parish Council at the same time. AD said that he will ask for funding for the Group, not necessarily for the cancer project, but for the ongoing development of the Group.</p>	
<p>Effective Engagement</p>	<p>AR reported that Cranleigh and Grayshott PPGs had demonstrated effective engagement between the practices and PPGs. The Practice Manager and a GP had attended for part of the meeting at Cranleigh, and for the whole meeting at Grayshott. We needed to explore how to make Fairlands PPG most effective both for patients and the practice.</p> <p>MSM said there needs to be a constructive partnership that benefits both parties.</p> <p>AD said they felt detached from the GPs as all the information goes through the practice manager.</p> <p>MSM asked what the PPG's expectations are. He suggested that both PPG and surgery draw up a list of expectations for both parties to agree on.</p>	
<p>AOB</p>	<p>AR is going to a talk in Dorking by a Macmillan volunteer on "Cancer in the Workplace", and asked if anyone would like to join him. The talk is on 10th May at 6.30pm. JM has agreed to go.</p>	

Programme of Events		
Date and Time	Event	Location
Thursday 24.5.2018 2.00 -3.30pm	PPG Meeting	Fairlands Medical Centre