

## Patient Participation Group Meeting Minutes 27<sup>th</sup> November 2017

**Attendees PPG:** Adrian Rickard (PPG Chairperson), Alan Dillon (AD), Val Dillon (VD), Jackie Mallery (JM), Diana Martin (DM), Eric Marks-Oldham (EMO), Judi Pollard (JP), Jill Corpes (JP) (in part)

**Attendees Practice:** Isata Green (IG), Practice Manager) (in part)

**Apologies:** Paddy Cribb (PC), Christine Endacott-Palmer (CEP), Des Finnegan (DF)

**Introductions:** AR opened the meeting and welcomed EMO as a new member of the group. Those present signed a circulated list.

Action Items	Outcome	Who to Action
3.	<b>Minutes of the last meeting (24/10/17)</b> Approved.	
4.	<p><b>Matters arising from last meeting</b></p> <p>It was decided that, in future, the minutes, when typed up, should first go to the Chairman (AR) for review and then be passed to IG before being distributed to the committee. They should not be put onto the website until approved by the committee at the next meeting.</p> <p>The request for a hard copy of the eConsult registration forms is ongoing.</p> <p>AR will be attending the next CCG meeting and again suggested that we meet up with other PPG groups to glean ideas.</p> <p>The matter of whether doctors should attend meetings of the PPG was discussed. AR would like to find ways of improving the dialogue between the Practice and the PPG and would welcome ideas for achieving this. In the past, when doctors had routinely attended meetings, they had been held in the evenings. JP said that the practice died out when members of the committee used the meeting to air their own gripes about their treatment. It was suggested that a doctor should be invited to attend on a particular occasion. EMO said that one doctor should be the main contact. AR said that he understood that Dr McKendry already fulfilled this role.</p> <p>Discussion followed about whether IG should be present for the whole meeting. It was agreed that it was unnecessary for IG to present for the whole meeting, and that she should continue to be called upon when needed.</p> <p>Our patient survey is to terminate at the end of the year. The electronic</p>	<p><b>SB</b></p> <p><b>AR</b></p>

	<p>board now advertises the survey.</p> <p>PC is still following up any remaining cash after the Dementia Day. Discussion followed about there apparently being no funds available for the PPG to pursue their activities, whereas money seems to be available for other things.</p> <p>AD commented that he had received donations which covered exactly the cost of purchasing a cash book. Current balance remains at zero.</p> <p>The telephone procedure for patients contacting the surgery was discussed. IG said that it needs simplifying and is being reviewed.</p> <p>The matter of the “Rogues Gallery” for the Normandy surgery was again discussed. IG will address the issue.</p> <p><b>5. National Patient Survey</b> IG presented the committee with statistics comparing our survey results with other local surveys and the national average. There will be a CQC inspection of the practice next week. IG requested the email addresses of the committee members prior to the inspection. Higher numbers of patients have responded to our survey than to the National Survey.</p> <p><b>6. Review of AGM</b> There were nineteen people present at the meeting. It was regretted that more did not attend despite a great deal of work on the part of JM and others advertising it. The Practice Newsletter seems not to be promoted at the surgeries and many people are not aware of the existence of the PPG. EMO said that people needed to be told who they could contact as patients’ representatives – i.e. committee members of the PPG. There is insufficient mention of the PPG on the website, which needs updating.</p> <p>The presentation by IG was thought to have been good, although some people were unable to hear her properly. Dr McKendry’s plea for better treatment of the reception staff was understood. He had asked that the PPG should address this issue. This needs to be discussed with the doctors to improve the situation.</p> <p>It was thought that the content of the PowerPoint presentation might be of interest in the next newsletter.</p> <p>The Constitution of the FPPPG was signed by the Chairperson (AR), the Secretary (VD) and the Treasurer (AD) at the meeting,</p> <p><b>7. Date and timing of forthcoming meetings 2018</b> AR had a list of eight possible dates but some members could not attend some of them and there was often a problem with the day of the week. It was decided to just book 9<sup>th</sup> January 2018 at 2.45pm and to arrange</p>	<p>PC</p> <p>IG</p> <p>IG</p> <p>IG</p>
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	other dates subsequently.	
<b>8.</b>	<p><b>Future Projects</b></p> <p>The subject of Cancer and its effects upon patients, family and friends is proposed for our future project. We need to define the project and decide on its aims and success criteria. JM had information about MacMillan and the local Fountain Centre was mentioned by AD. We shall need a subcommittee and JM, EMO, DM, JP, AR and VD volunteered. A meeting is to be held at 2pm on Wednesday 17<sup>th</sup> January 2018 at the home of AR. AR will notify Dr McKendry via IG.</p>	<b>AR</b>
<b>9.</b>	<p><b>Active Signposting</b></p> <p>Sarah Boltwood will attend a course where there will be training in giving patients advice about where to go for appropriate help. AR said that information about the programme was available on the internet.</p>	
<b>10.</b>	<p><b>National Patient Leadership Summit</b></p> <p>AR had forwarded details of this event to IG for interest and possible follow-up.</p>	<b>IG</b>
<b>11.</b>	<p><b>Any Other Business</b></p> <p>EMO suggested raising money for projects at local fêtes. AR commented that some of the information on the Practice website needed to be updated. He would take this up with IG.</p>	<b>AR</b>
<b>Next meeting</b>		
<b>Patients Participation Group Meeting: Tuesday 9<sup>th</sup> January 2018 at 2.45 pm</b>		