

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

**Attendees PPG:** Diana Martin (DM), Des Finnigan (DF), Jill Corpes (JC), Judi Pollard (JP), Christine Endacott-Palmer (CEP), Jackie Mallery (JM), Paddy Cribb (PC), Val Dillon (VD), Alan Dillon (AD).

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

**Apologies:** Moira Newman (MN)

**Resigned:** Frank Clement-Lorford (FCL)

**Introductions:**

Action Items	Outcome	Who to Action
<p><b>1. Resignation of Chairman and appointment of acting Chairperson.</b></p>	<p>It was announced at the meeting that sadly, Frank Clement-Lorford has resigned as Chairman of the Patient Participation Group. All members present would like to thank Frank for his contribution to the group.</p> <p><b>DM</b> proposed that Alan Dillon should stand as chairman <b>AD</b> declined the proposal. <b>CEP</b> suggested the idea of having a joint chair. <b>JP</b> would be prepared to do it jointly, <b>PC</b> agreed to a temporary joint chair with JP.</p> <p><b>It was agreed that the temporary Chairpersons are Judi Pollard and Paddy Cribb.</b></p> <p><b>PC</b> suggested advertising the vacancy in the Fairland's newsletter and a poster in the surgery and in the local areas. <b>PC</b> to draft an advert. <b>SB</b> to add to the newsletter.</p>	<p><b>SB and PC</b></p>

<p><b>2. Approval of Previous Minutes.</b></p>	<p>In previous minutes, there has been a report regarding the poor experience that one of our patients had had when attending the Walk- in Centre at Woking.</p> <p>The patient had been advised to go the Walk- In centre by a member of the Fairland’s reception team on a Saturday. The patient went to the Walk-In centre and was seen by a nurse. It was agreed that the patient probably needed antibiotics but as there was no doctor on site to prescribe the patient was sent home to call 111. The patient did this and was then given an appointment at the RSCH out of hours GP clinic. It was felt that the advice should have been to call 111 first as this patient had had a wasted journey.</p> <p>The Patient Participation Group would like Fairland’s to change their policy of advising patients to go the Walk – In centre as there is not always a doctor there to prescribe if medication is needed. Instead they feel it would be better to advise patients to call 111 first for advice.</p> <p>There is now a poster on Fairland’s front door advising of this.</p> <p>This matter is now closed.</p>	<p><b>IG</b></p>
<p><b>3. Patient Participation Group Bank Account</b></p>	<p>Alan Dillon will go ahead and open the bank account for the group.</p> <p>Signatories will be Paddy Cribb and Alan Dillon.</p>	
<p><b>4. Minor Illness Report</b></p>	<p>Minor illness report has now been finalised and will be put in the Fairland’s summer newsletter, FLG magazine and Crossways magazine.</p>	

<p><b>5. Survey Questions</b></p>	<p>Survey questions have now been finalised.</p> <p>It was suggested that it would be a good idea if the PPG could come to the surgery to hand out the surveys to patients, this could be done at our large Saturday flu clinics from September (first clinic Sat 16<sup>th</sup> September) to reach a large number of patients. It could also be handed out by Rowland's pharmacy when people collect their medication.</p>	
<p><b>6. Isata's Updates</b></p>	<p>PPG were updated on 2 new services at the Practice.</p> <p><b><u>MJOG</u></b>  MJOG is a patient text messaging service. We use this service to remind patients of their appointment with the surgery and patients can cancel their appointment using text messaging on their mobile phone with no need to telephone the surgery. It is also used to invite patients for various clinics for example, Flu, Diabetes, COPD and Asthma.</p> <p><b><u>e-Consult</u></b>  E-consult is an online consulting service, with a GP, that patients can use 24hrs a day and seven days a week. Once patients have completed an e-Consult request online, they can expect to receive a response by 6.30pm on the next working day. Patients can also use this service for self-help information and pharmacy help etc. To use this service and for more information, please visit our website on: <a href="http://www.fairlands.co.uk">www.fairlands.co.uk</a></p> <p><b>AD</b> asked why GPs do not attend the PPG meetings; <b>IG</b> explained that most of what is discussed would be directed back to her to from the GP's. IG also stated that it had been decided by the PPG in a previous meeting that the PPG would inform IG when they needed a GP to attend a PPG meeting.</p> <p><b>IG</b> said that she is happy to pass on messages or comments to the GP's.</p> <p>Also, IG informed all present that "PPG" is now a standing item on the agenda for GPs' weekly meetings.</p>	

	<p>The PPG would like to see a GP at a meeting at least every 6 months, for example e-consult was discussed today and they would have liked to get a GP's perspective on it.</p> <p><b>IG will arrange for a GP to be at the next meeting in September.</b></p>	<b>IG</b>
<b>7. AOB</b>	<p>It was decided that the meetings would now be bi-monthly.</p> <p>The Group asked for any ideas on future projects, <b>IG</b> said she will discuss this with the GPs for suggestions.</p>	

<b>Programme of Events</b>		
<b>Date &amp; Time</b>	<b>Event</b>	<b>Venue</b>
<b>Tuesday 5<sup>th</sup> September 2.45-4.30pm</b>	<b>PPG meeting</b>	<b>Fairland's Medical Centre</b>