

Patient Participation Group Meeting Minutes Monday 9th May 2016

Attendees (PPG): Des Finnigan (DF), Ann Gallacher, Jill Corpes, Paddy Cribb (PC), Moira Newman, Jackie Mallery, Frank Clement-Lorford (FCL), Alan Dillon (AD), Diana Martin, Judi Pollard (JP), Val Dillon.

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

Attendees (Speakers): Becky Paton (BP) (British Red Cross)

Apologies:

Resigned: Val Corpes.

Introductions: Becky Paton – British Red Cross

Action Items	Outcome	Who to Action
1. Opening Statement	<p>FCL thanked everyone for coming to the meeting.</p> <p>Frank also let the group know that Val Corpes had sadly resigned from the PPG.</p>	
2. Matters arising from previous meeting minutes.	<p>FCL clarified a point made from the last meeting of 14th April 2016, there was a query over which charity the donation money and money from tea's and coffees had gone to. June Kimberling sent an email to Frank stating that the £18 that was left from the donation that the surgery gave for refreshments went to the Alzheimer's Society representative on the day. The £69.30 which was donated by the public for refreshments was sent by cheque from St Mark's church to the Alzheimer's Society with a covering letter stating it was from the Dementia Awareness day held on 8th April by Fairland's Patient Participation Group.</p> <p>JP raised a point over a comment that was made in the last minutes regarding volunteers not being well organised, she felt disappointed that this comment was made and that it was not a reflection of how the</p>	

	<p>volunteers were organised. PC clarified this point by stating that the comment was mainly about the fact that some people had volunteered but had not been informed if they were going to be needed or not. JP said that due last minute resignations prior to the event, it was difficult to communicate with everybody. The point made has been taken on board and will be considered for the next event.</p> <p>PC Wanted to clarify a point made in the last minutes about posters being removed from the local shops prior to the event. PC said that it was the parish stand by the local shops that the poster had been removed from not the actual shop.</p> <p>IG confirmed that there is a section on the website for the PPG. This can be found on the website www.fairlands.co.uk and then selecting the tab “Patient Participation Group”.</p> <p>DF asked if it was possible to put the meeting name and date and time on all future agendas. FCL agreed to do this for future meetings.</p> <p>The group asked SB to check that all members of the PPG are signed up to receive minutes etc. via the website. SB will check.</p> <p>The group made the decision that it would be Val Dillon’s report on the Dementia Awareness Day that would be included in the next Fairland’s Practice newsletter.</p>	<p>FCL</p> <p>SB</p>
<p>3. Becky Paton – British Red Cross</p>	<p>Becky spoke to the group about the idea of running first aid sessions for carers at the surgery. BP explained that she runs first aid sessions for adult carers. Carers are an important group of people to target as often, people find themselves as a carer overnight with no real experience in what to do in an emergency. The sessions are approx. 2hrs and cover enough skills but not too overwhelming.</p>	

	<p>The aim is to make people feel confident to administer basic first aid. The training is done in groups using video's and picture scenarios. Previous sessions BP has held have had very positive feedback with carers feeling that it was nice to get together with other carers and share experiences.</p> <p>IG felt this was a very good idea and perhaps BP could go along to one of the carers' meetings held at the surgery on a monthly basis. BP agreed to attend and she will approach the carer's group first and then perhaps BP could work with the surgery to organise the session and target the Practice's registered carer's. BP is happy to do sessions whenever it is convenient with the Practice including weekends.</p>	
<p>4. Discussion on how best the group can show they are a critical friend to the surgery.</p>	<p>FCL spoke about how best the PPG and the Practice can work together. FCL stated that in the GMS contract 2015/16, it states that the group should get regular feedback and that the surgery should be actively involved. IG explained that FCL may want to look at the current 2016/17 GMS contract as well because it has been recently updated and now out.</p> <p>IG explained that the contract indeed states that regular surveys of the Practice patients should be carried out and that the areas to be surveyed should be decided by the PPG.</p> <p>FCL asked IG and the Practice to help identify areas that the group could help the surgery with.</p> <p>The group discussed how often they felt the PM should attend the PPG meetings, it was decided that they would trial giving IG a slot time on the agenda towards the end of the meeting which would enable them to discuss any points with IG that may have arisen from the earlier part of the meeting. They would also like IG to attend a full meeting every 3 months to update the group of any plans etc.</p>	<p>IG</p>

	<p>or important changes in the Practice, NHS England or CCG</p>	
<p>5. Formal Constitution</p>	<p>AD handed out a draft Mission Statement and Constitution for the group (see attachment).</p>  <p>draft_constitution.docx</p> <p>AD asked the group to read through and requested that for all to email any comments/ideas they have to alan.dillon@ntlworld.com before the next meeting. These comments/ideas will be discussed at the next meeting.</p>	
<p>6. Patient Survey</p>	<p>IG stated that the Practice should be having annual surveys. The group thought it would be a good idea to put together a survey questionnaire. FCL stated that the group should think about the areas to be surveyed and the questions. SB is to email the questionnaire of the last Practice Patient Annual Survey and also an example of a survey questionnaire that IG had developed in the past.</p> <p>Ideas arising from discussion:</p> <ul style="list-style-type: none"> • Can use questions from old surveys • PC thought that the initial survey should come from the practice and then the wider group can add to it. • SB to email previous surveys and also an example of a survey questionnaire that IG had developed in the past, to the PPG group so they can choose/get ideas for questions from them. These ideas can be discussed at the next meeting. • PC asked if the surgery would offer some sort of incentive to patients to complete the survey as previous surveys have not been completed by large numbers of patients. However, this may not be appropriate – IG to come back with a 	<p>SB</p> <p>IG</p>

	<p>response.</p> <p>Positives outcomes of previous surveys are Saturday opening and educational evenings.</p> <p>The group asked how the survey would be analysed, IG explained that the response to the survey are all entered on to the website and will be analysed by a tool by the website supplies. The result will then be forwarded to the PPG for discussion and action points.</p>	
7. AOB	<p>DM asked if the telephone message could be shortened as when telephoning through to the Practice, this makes the process quite lengthy. DM also mentioned that when patients do get through to the receptionists they are very helpful.</p> <p>IG thanked DM for her comment and said she would look into the telephone message.</p> <p>FCL asked about funding for the group, IG explained that as a surgery we do not get any funding for PPG groups, she suggested that when the Clinical Commissioning Group (CCG) have the next meeting with PPG's that Frank could raise the point of funding of PPG's.</p>	<p>IG</p> <p>FCL</p>
8. Final Word	<p>Isata informed the group that Dr Norris would be retiring from the surgery as of 30th June 2016</p>	

Programme of Events

Date of next meeting: Tuesday 14th June 2016 3-4.30pm @ Fairland's Medical Centre.