

## Patient Participation Group Meeting Minutes Tuesday 16<sup>th</sup> August 2016

**Attendees (PPG):** Frank Clement-Lorford (FCL), Judi Pollard (JP), Jill Corpes (JC), Ann Gallacher (AG), Moira Newman (MN), Des Finnigan (DF), Paddy Cribb (PC), Christine Endacott-Palmer (CEP), Jackie Mallery (JM).

**Attendees (Practice):** Isata Green (IG) Practice Manager, Natasha Wasum (NW) Nurse Practitioner, Sarah Boltwood (SB) Practice Administrator.

**Apologies:** Val Dillon, Alan Dillon, Diana Martin.

**Resigned:** N/A

**Introductions:** FCL welcomed everyone and thanked them for coming. FCL gave apologies for those that could not attend.

Action Items	Outcome	Who to Action
1. Approval of minutes from 12 <sup>th</sup> July 2016 meeting.	<p>At the last meeting <b>JP</b> raised a point about a Diabetic Education Event that she had attended. <b>JP</b> said that other CCG's put money into these groups for education and asked why Guildford &amp; Waverley do not provide any funds.</p> <p><b>FCL</b> has raised the point with Guildford &amp; Waverley CCG but has not yet heard back. <b>FCL &amp; JP</b> to chase this.</p> <p>Survey questions for the annual Practice Survey will be discussed at September's meeting.</p> <p>The rest of the previous meeting minutes were approved.</p>	<b>FCL &amp; JP</b>
2. Minor Illness Event	<p>Natasha Wasum (Nurse Practitioner Fairland's Medical Centre) attended the PPG meeting to answer any questions and identify areas the group could focus their minor illness event around. This is a topic the surgery has suggested to the group to organise as requested by the group.</p> <p>The educational event is to help the surgery educate patients about self-management of</p>	

	<p>certain minor ailments.</p> <p><b>NW</b> Suggested the group may focus on both the young and elderly population to include children aged 2 to 7 years.</p> <p><b>NW</b> said that minor illness includes things like coughs, colds, insect bites, verruca's, allergies etc. All these ailments could be treated with over-the-counter remedies in the first instance.</p> <p><b>NW</b> stated that patients should be encouraged to think about how ill they are and which service/s they should be accessing (For example: Pharmacy, NHS 111, Walk-In Centre, Nurse Practitioner, GP etc.). <b>NW</b> suggested that they promote the Woking Walk –In Centre as an alternative to coming to the surgery for acute minor illnesses or injuries. Walk-in Centres are a free NHS service that deals with all minor illnesses and are able to issue prescriptions. They also have an advantage of being able to carry out diagnostic tests such as x-ray etc. if applicable.</p> <p><b>NW</b> said approx. 8 out of the 37 patients she sees on a daily basis could be seen by a pharmacist or a walk-In Centre.</p> <p><b>PC</b> raised a point about prescriptions and that people who do not usually pay for their prescriptions may be reluctant to go to the Pharmacy as they would then have to pay for over-the-counter remedies. <b>NW</b> said this was a point that would need to be considered.</p> <p>Other suggestions made by the group included:</p> <ul style="list-style-type: none"> <li>• PPG coming to the surgery to hand out leaflets about minor illness.</li> <li>• An education evening event which could include basic life support training to encourage people to attend. The event could include talks from GP's, Nurse Practitioner, Pharmacy and Woking Walk-In Centre.</li> <li>• Articles in local magazines and newsletters about minor illnesses.</li> <li>• Information leaflet on minor illness could be included in children's red books for young parents.</li> <li>• Promotion in schools.</li> </ul>	
--	---	--

	<p>The group felt that perhaps they should start with a newsletter on this subject that could be handed out to patients, they thought it may be a good idea to have a member of the PPG attend one of the flu clinics to hand out the leaflets, and then an educational event held later on (end October/November). They also felt that the event should be held at the surgery as there were some concerns about the number of people that would attend an event like this and that maybe a hall would be too big.</p> <p>The group felt it would be a good idea to form a sub-committee to organise this event. <b>FCL</b> asked for volunteers and the following people agreed to be part of the sub-committee.</p> <p><b>Sub-Committee:</b>  Jackie Mallery  Paddy Cribb  Moirra Newman  Others TBC</p> <p>It was also suggested that people who were unable to attend today's meeting should be asked if they would like to be part of the sub-committee (Val Dillon, Alan Dillon, Diana Martin).</p> <p>The group decided that it would be a good idea to hold a separate meeting to discuss how to take the event forward, the date for this meeting was agreed as Saturday 3<sup>rd</sup> September @ Fairland's Medical Centre 10-12am for the sub-committee members only.</p>	
3. AGM	<p><b>FCL</b> said that the group needed to set a date for the AGM, the group felt that it would be a good idea to hold the AGM on the same evening as the minor illness event as it would only need to be a small item on the agenda at the beginning of the event. Date TBC.</p>	
4. Constitution	<p>The group discussed the revised version of the Constitution. Any further alterations to be forwarded to <b>AD</b>.</p>	

### Programme of Events

**Minor Illness Sub-Committee meeting:** Saturday 3<sup>rd</sup> September 2016  
10am – 12pm @ Fairland's Medical Centre.

**PPG Meeting:** Tuesday 20<sup>th</sup> September 2016 2.30pm-4.30pm @  
Fairland's Medical Centre.