

## Patient Participation Group Meeting Minutes 21<sup>st</sup> March 2017

**Attendees PPG:** Frank Clement-Lorford (FCL) (PPG Chairman), Alan Dillon (AD), Val Dillon (VD), Jackie Mallery (JM), Diana Martin (DM), Paddy Cribb (PC), Jill Corpes (JC), Judi Pollard (JP).

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

**Speakers:** Jackie Pond Surrey Healthwatch

**Apologies:** Christine Endacott-Palmer (CEP), Des Finnigan.

**Resigned:** N/A

**Introductions:** **FCL** welcomed everyone to the meeting and thanked them for coming. **FCL** gave apologies for those unable to attend. **FCL** introduced Jackie Pond from Surrey Healthwatch and thanked her for coming.

Action Items	Outcome	Who to Action
<p><b>1. Presentation by Surrey Healthwatch</b></p>	<p>Jackie Pond from Surrey Healthwatch came to give the group a presentation on a survey that had been conducted about PPGs.</p> <p>The aim of the survey was to see what type of PPG groups there are, how they could be improved, what help they felt they needed, what works well, and help to recruit new members.</p> <p>It was identified that there are different types of PPG from active groups that meets regularly to virtual groups, it was also identified that these groups had various different levels of input into their surgeries.</p> <p><b>FCL</b> asked Jackie if Surrey Healthwatch did a PPG meeting where groups from different practices could get together and share information. Jackie said that there is not currently a meeting like that, but thought this was a good idea and will look into it further.</p>	

	<p>Jackie also discussed with the group the Community Cash Fund; this is a pot of money that PPGs can apply for to help them put on an education event in the local community and also with advertising or filming an event etc. The Fairlands PPG put on an educational event (Dementia Awareness Day) in April 2016 which was funded by this community cash fund. Jackie informed the group that they will be eligible again this year to apply for the money and that applications open in June 2017.</p>	
<p><b>2. Review of previous minutes February 2017</b></p>	<p><b>JM</b> asked for a correction to be made from the previous minutes regarding the experience her friend had had at the Woking Walk-in Centre.</p> <p>This friend had been sent from the Practice (on a Saturday morning) to the Walk – In Centre by a Receptionist. When they arrived at the Walk – in Centre, they were told they could not be seen and to return home and dial 111. The friend did this and they were given an appointment at the Royal Surrey County Hospital (RSCH).</p> <p><b>The correction is that the friend had actually been seen by a nurse at the Walk-in Centre after waiting for over 2 hours and that the nurse agreed she probably needed antibiotics. However, the friend was sent away as the nurse had said there was no doctor on site and she did not have the authority to prescribe antibiotics.</b></p> <p>As stated in the previous minutes the Woking Walk-in centre stated that they are able to see people with chest infections.</p> <p>The PPG are querying why this patient was sent away from the Walk-in Centre without antibiotics and have asked if the surgery can contact the Walk-in Centre to ask if there is always a doctor or nurse prescriber that can prescribe antibiotics. If there isn't always somebody there to prescribe, they are querying why the surgery sent a patient to the Walk-in Centre if they were not able to help.</p>	

	<p>SB had previously spoken to the Woking Walk-in Centre and they have said no patient would be turned away without being assessed but that it is difficult to comment on an individual case without the details of the patient. If the friend would like to contact the surgery themselves regarding this matter, we can then contact the Walk-in Centre to make further enquiries in order to obtain a more accurate response.</p> <p>All other minutes were approved.</p>	
<p><b>3. PC Minor Illness Event Feedback</b></p>	<p><b>PC</b> gave feedback about the Minor Illness event that was held at the Surgery in November 2016. He said it was disappointing that not many people had turned up; <b>PC</b> has discussed this with <b>IG</b> and would like to get the information that was given out at the event to a wider audience. It was agreed that this was a good idea and that <b>IG</b> would get Natasha and Dr Mckendry to write a report detailing the information that was given at the event. <b>PC</b> will also ask Dhiran (Rowland's Pharmacist) and the manager of the Walk-in Centre for a report, these reports can then be published in the FLGCA magazine. <b>IG</b> will finalise the reports from Dr Mckendry and Natasha and forward them to <b>PC</b> to be published.</p>	<p><b>IG/PC</b></p>
<p><b>4. Survey Questions</b></p>	<p>The annual survey questions have now been agreed, <b>AD</b> will write up the survey ready for distribution.</p>	
<p><b>5. Updates from Practice Manager</b></p>	<p><b>IG</b> updated the group about the bank account the group wanted to open under their name</p> <p>The PPG had initially stated that they would prefer their own personal/PPG account.</p> <p><b>IG</b> had made some enquiries with the accountant and it has been confirmed that it is okay for the PPG to open their own individual account as they requested. The Practice will however have no liability or responsibility for this account and would be solely operated by the PPG.</p> <p>It was suggested that the PPG produces an annual report/statement for their account.</p>	

<b>6. AOB</b>	<b>Date of next meeting 2<sup>nd</sup> May 2017 2.45 - 4.45pm</b>	
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<b>Programme of Events</b>
<b>Patient Participation Group Meeting: May 2<sup>nd</sup> 2017 2.45pm-4.45pm @ Fairland's Medical Centre</b>