**Minutes of the Patient Participation Group**

**Tuesday 30th August 2016**

Present:

**Hilary Rowley - Vice Chair**

**Ann Harvey-Lewis - Secretary**

**Coral Etherton - PPG Representative**

**Peter Etherton - PPG Representative**

**Florence Potts - PPG Representative**

**Norma Summerskill - PPG Representative**

**Jennifer Heighington - PPG Representative**

**Pat Roberts - PPG Representative**

**Margaret Church - PPG Representative**

**Brian Hulf – PPG Representative**

Apologies: Lisa Wilson - Practice Manager

Gloria O’Connell - Practice Administrator

David Collison - Chair

Dorothea Gatula - PPG Representative

Dorothy Collins - PPG Representative

Valerie Wright - PPG Representative

Charlie Heighington - PPG Representative

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| 1 | Hilary gave apologies from several members and explained that the Chair was unable to attend so she would chair the meeting |
| 2 | Minutes of last meeting were considered  Amendment: Norma had sent apologies so this needs adding  The Minutes were then agreed |
| 3 | Covered in the agenda |
| 4 | Patient survey  Hilary reported that at the practice meeting, the GP’s said they are happy for the PPG to carry out a patient survey this year and agreed that this could also be done via Survey Monkey (for computer users) if we are able to set this up.  Dr Shah requested that a question would be added: -  How satisfied are patients with accessing GPs – e.g. the eConsult service, the call back option and getting 1:1 appointments  Hilary organised for examples of surveys carried out by PPGs in other areas to be projected on the screen so everyone could see the type of questions being asked.  The group discussed the questions and decided if they wanted to ask the same ones or not. There was discussion about each one, considering how helpful the information obtained from the answers would be. There was also consideration given to the questions asked in the last questionnaire because if the next one was very different it would be difficult to compare and assess if things were perceived as getting better or worse by patients.  Ann made notes about the discussions and decisions and agreed to create a draft questionnaire to circulate to members which could then be edited and finalised.  There was discussion about when and how to distribute the questionnaire. This still needs to be agreed. |
| 5 | Plasma Screen Update  The PPG were informed that the Practice has now purchased 2 smaller screens so that one can go at the front of the waiting room and one can go at the back. This would mean that patients would be able to see the screen wherever they were sitting. The cost for the screens is reported as being £274. They are due to be installed soon before the building work is carried out. They will work with PowerPoint so nominated admin staff will be able to create and edit the slides.  There was discussion about the length of time this has taken and the size of the screens that have been purchased. Since no one from the practice was able to attend the meeting, these questions were not answered. |
| 6 | Newsletter update  When Hilary attended the last Practice meeting she was told that the next newsletter would be out in August. she reported that the newsletter would be put on the website but we were not able to check this on the day. None of the members had seen a paper copy of an August edition and the reception staff were not aware of one being available on the day of the meeting. |
| 7 | Patient Council Meeting report  Next meeting is on 28th Sept so Hilary will report back after this at the next PPG meeting. |
| 8 | Practice Meeting Report  Hilary attended on behalf of the PPG at the meeting held on 1st August. matters discussed were: -  Building work. There was a discrepancy in the cost of 25% between the surveyor’s costings and the architect’s. This has held up the start of the work and has necessitated sourcing a new builder which will cost more. More information to follow.  Dr Papadopolos is leaving the Practice.  Other matters discussed in the meeting have been reported in these minutes under the relevant agenda item. |
| 9 | Wish list  Hilary reported that she raised the matter at the practice meeting to see if any further suggestions for the “wish list” needed to be considered.  As requested, Hilary asked about the blood pressure monitors that were purchased that appear to have gone missing. No one at the meeting knew what had happened to these.  The Practice requested that the PPG consider funding 2 new digital blood pressure monitors and 2 sphygs (old fashioned ones) (Hilary can give more information about this equipment)  They would also appreciate a oxygen saturation monitor specifically for babies.  Hilary offered to research the cost for this equipment.  The suggestion to fund a Water dispenser was discussed at the Practice meeting. However, some were not keen because children may make a mess with this and someone would need to clear this up.  The PPG members would however like this to be available and discussed various experiences they had about these being available in other venues. The PPG then discussed issues that would be associated with providing this facility and ways to minimise the potential mess. This included - ongoing costs of bottles verses a system running off the mains, the need to sterilise the unit, the type of cups that could be used and the purchase of these (small cups cause less waste, conical ones cannot be left on surfaces to be knocked over) and the need for waste water to be disposed of without filling the waste bin with it. |
| 10 | Bric-a-Brac Sale & The Christmas raffle.  It has been decided to sell raffle tickets during the Bric-a-Brac Sale and have other occasions during December to sell tickets. The Bric-a-Brac will need to be staffed anyway and it may be a good opportunity to talk to patients and sell a raffle ticket.  The Bric-a-Brac will be held during the week beginning 7th November. David has started designing a poster.  Rota for staffing the Sale will be sorted at the next meeting.  It was agreed that the proceeds will again be divided between the Hospice and wish list items. The % for each will need to be decided at a later date. |
| 11 | NAPP  Latest newsletter was handed out because it had only just been sent on the day of the meeting so could not be included with the minutes. |
| 12 | Computer Access  The difficulties that patients have had using the website facility to contact a GP, book appointments and repeat prescriptions were fedback to the practice meeting by Hilary. The feedback was that there had been teething problems but that these are being sorted and the programme should be running better now. |
| 13 | Treasurer’s report  £1,293.93 in the account.  AHL to email Lisa to see if anything has been heard from the Hospice re our donation.  Lisa will inform the PPG about the cost for the plasma screen |
| 14 | Future Projects for PPG  Writing an article for the newsletter  To be revisited  Looking at the NAPP website to see what other roles a PPG should fulfil |
| 15 | AOB  Pat – on the day appointment. Do all Dr’s have on the day appointments? Yes – this applies to all Dr’s who are on duty on the day. |
| 16 | Date of next meeting  **Tuesday 25th October, 2.00 – 3.00** |