

## PRAZE PATIENT PARTICIPATION PATIENT GROUP [PPG] MEETING

Date: Wednesday 23<sup>rd</sup> January 2019

### Those Present:

Aurora Talbot **(AT)** (Chair); Anne Craig **(AC)** (Secretary); Helen Gambier **(HG)** (Communications Officer); John Nash **(JN)**; Margaret Nash **(MN)**; Jayne Allen **(JA)**; Mary Tipton **(MT)**; Christine Iremonger (CI); Tim Iremonger (TI); Evelyln Pinto-Willis **(EP-W)**; Dr Joanne Ellery **(JE)**

### Apologies:

Christine Rowe **(CR)**; Jane Thompson **(JT)** Alastair McLeod **(AM)** (Vice-Chair); Amy Allen **(AA)**; John Parker **(JP)**; Cindy Parker **(CP)**

<b>Meeting Opened at 7.00pm</b>	
Welcome	<b>AT</b> welcomed members and thanked all for attending.
Apologies	Apologies were given as above.
Declarations of Interest (DOI):	None declared.
Minutes of Previous Meeting on 14 <sup>th</sup> November 2018	Minutes from last meeting agreed to be accurate and signed by AT. Proposed by JA, Seconded by MN
Matters Arising from Previous Minutes	AT requested feedback on revised landscape format. All agreed to changed format.
Bio-Sketch Form completion	AT asked if all had returned completed forms to AC. AC to update at next meeting.
Confirmation of Identity by Doctor	MT raised possibility of practice offering this service. Increased requirements of a wider number of organisations to verify/confirm ID via a professional person. Acknowledged this would be a chargeable service as non-NHS work but could provide useful income in return for minimal time spent. In discussion the pros and cons of offering this service were discussed. To be referred to Partnership meeting for further discussion/decision.  CI was recently asked for confirmation of ID when taking grandchild for flu vax at another surgery. Is this usual? AC confirmed that Nurses will not vaccinate children without parental consent if they were brought by a relative other than a parent.

<p>Recruitment of</p> <ul style="list-style-type: none"> <li>• Vice Chair w.e.f 24/1/2019</li>   <li>• Chair w.e.f 1/3/2019</li>         <li>• PPG Members</li> </ul>	<p>AT advised that AM was to step-down as PPG vice-chair, due to workload commitments, from the close of this meeting. AT was thanked for his personal commitment to the role of Vice Chair and his hard work on behalf of members. AM intends to continue as a member of the PPG.</p> <p>AT advised that she would complete her agreed 6 months in post on 1<sup>st</sup> March 2019. AT advised she had found the role to be more of an onerous task than first envisaged. AT advised that she wanted a new pair of eyes to take on the role although she could, if elected, take on the role of Vice Chair now that it had become vacant. Members expressed their gratitude to AT and confirmed they felt it would be a shame for her to stand down as she had worked hard to establish herself in her new role. Members advised that they felt that AT was doing an excellent job as PPG Chair, and that she had introduced innovative ideas and proven to be a dedicated and committed Chair.</p> <p>5 patients who had completed the patient survey had expressed interest in joining the PPG but unfortunately as the survey was anonymous we do not know who these patients are. HG suggested that a Notice be put up on the reception desks at both sites asking that patients who are interested give their names and contact details to Reception to enable an invitation to be extended to the next meeting. Posters are displayed on boards at both surgeries.</p>
<p>Update:</p> <ul style="list-style-type: none"> <li>Practice Update</li> <li>• Surgery Developments</li> </ul>	<p><b><u>Practice Update:</u></b></p> <p>3 new Salaried GPs have joined the practice from 1<sup>st</sup> January 2019.</p> <p>2 new GP Registrars have commenced their training in January 2019 and are holding GP clinics at Connor Downs.</p> <p>Staff leaving/returning from maternity leave.</p> <p>New Health Care Assistant (HCA) who has joined the practice.</p> <p>Purchase of new equipment: A patient self-service height, weight and blood pressure monitor kiosk has been installed in the waiting room at Connor Downs. A second and different model will be trialled at Praze Surgery. The practice intends to buy a second 24 Hour Blood Pressure and 24 Hour ECG machine for each site. We now have a Dematascope for more detailed examination of skin lesions.</p> <p>AT asked JE to speak about the telephone triage system and Saturday morning clinics. JE advised that the practice were preparing a revised telephone message when patients contact the practice. This message is now live.</p> <p>A Q &amp; A discussion followed.</p>

<ul style="list-style-type: none"> <li>• Communications Group</li>   <li>• Articles for Publication</li>   <li>• Sip n Chat Group – The future?</li>   <li>•</li>   <li>• PPG Survey December 2018 Update</li> </ul>	<p><b><u>Communications Group</u></b> Work on practice leaflet continues to progress. PPG Information Folders at both sites are being regularly updated. Thanks due to MT &amp; HG.</p> <p>Staff have reviewed draft versions and provided feedback to the Communications Group. AC will take the most recent draft to the next Partners meeting for GP feedback.</p> <p>None put forward</p> <p><b><u>The Sip n Chat</u></b> on 13<sup>th</sup> February 2019 is the final scheduled meeting. AT reported that Lorraine (St Aubyn Arms) is keen to carry on with more meetings. HG requested flyers to distribute in the village to generate attendance.</p> <p><b><u>PPG Patient Experience Survey December 2018</u></b>  Members have received the anonymised statistics and patient feedback for review. Thanks to AT , AM &amp; JN for compiling the results and comments.  JN commented that the responses to the Health Awareness question proved that patients do watch the TV screens in the surgery.  It was agreed that the Survey Overview should be posted onto the practice website.  It was proposed that a further survey be undertaken in 18 months time and over a longer period. AT to revise Survey form in preparation.</p>
<ul style="list-style-type: none"> <li>• Review of Practice Leaflet</li> </ul>	<p>MT gave a presentation on the work in progress. AC to take the most recent draft to the next Partners meeting for GP feedback along with feedback from Practice staff.</p> <p>CI stated that she thought the new leaflet was great and other favourable comments were made in a general discussion by attendees. Any further comments? Please send via AC.</p> <p>A smaller tri-fold single sheet information leaflet, containing key information, was also suggested and discussed. Members considered this a good, additional source of information for patients.</p>
<ul style="list-style-type: none"> <li>• Any Other Business:</li> </ul>	<ul style="list-style-type: none"> <li>• What is the ratio male/female for the whole practice. AC to obtain appropriate data for next meeting.</li>   <li>• MN reported feedback from a patient who had advised her that she had been very upset not to have been notified of Dr Fairlie’s retirement from the practice.</li> </ul>

<ul style="list-style-type: none"> <li>• Suggestions for Next Meeting</li> </ul>	<ul style="list-style-type: none"> <li>• Website update required to remove Dr Fairlie's name from the list of Doctors.</li> <li>• PPG members email contact details to be shared. AC to circulate.</li> </ul> <p>None put forward</p>
<p>Date of Next Meeting</p>	<p>Wednesday 20<sup>th</sup> March 2019 at 7pm at Praze Surgery.</p>
<p><b>Meeting closed at 08:15pm</b></p>	

**For further Information on PPPG:**

<http://www.prazesurgery.co.uk/ppg.aspx>