

PATIENT PARTICIPATION GROUP AGM MINUTES 12.04.18

Meeting held at Victoria Health Centre

PPG Members Present: Cath Verhoeven (Chair) Debs Main (Secretary), Bill Brown, James Pam, Sue Clague, Alan Wilson, Tryphena Anderson, Martin Rudge, Daphne Smart, Pat Dexter, Catherine Wallis, Patricia Graham

Present on behalf of the Practice: Dr Mawji, Jackie Dickenson (Practice Manager)

Apologies: Dr Nightingale, Anne Hardy, Tony Wright, Robin Taylor, Barbara Kendal, Christine Roach, Paul Kotsonis.

1. Minutes of the previous meeting held on 11.01.18 were ratified.
2. **Matters Arising:** Antimicrobial Display - the focus of the next health promotion display in the waiting rooms will be Antibiotic Resistance.
3. **Review of 2017 PPG Objectives/Agree 2018 PPG Objectives.**

The PPG objectives for 2017 were reviewed in turn by the action group member lead for each one and the new objectives introduced where relevant as follows:

- **Improve the demographic of the PPG Membership** (JP). James reported that, following a successful recruitment drive in the waiting rooms, total membership has increased to 102 with an increase in membership of the BAME community from 6 to 11. Personal contact is proving successful and will be continued with the objective for 2018 to extend the reach of the PPG. Other groups such as carers, young mums and members of the LGBTQ community were also discussed.
- **Attendance at CCG Network Meetings** (CV). Cath is a member of the People Council; part of the CCG, and has attended meetings on behalf of the PPG. CV and Alan Wilson have also attended public engagement events run by the Greater Nottingham Transformation Group. Sue Clague is a Lay Member for Public and Patient Involvement (PPI) at the Greater Nottingham Joint Commissioning Committee (GNJCC), Sue reported that the Peoples Council will continue for the next 6 months in its current format, it will then be decided how patient views will be integrated in the future. This objective is carried forward to 2018.
- **Produce Practice Newsletter** (DM) The newsletter has been produced as per 2017 objective and DM was given positive feedback on its continued development. Cath Wallis was thanked for printing the newsletter, it will now be done at a printers with the practice covering the costs for 300 copies of each edition. The objective for 2018 will be to try widen circulation. Ideas discussed include: ascertain how many hits the website edition receives, maybe sending to patients by email (however this may be constrained by updated GDPR).
- **Macmillan Cancer Fundraising Event.** This 2017 objective has been removed for 2018 as there were no volunteers to co-ordinate the last event and no interest in continuing with this as an objective at the moment.
- **Management of Patient Information in the Waiting Room** (CV). Positive feedback was given by Jackie Dickenson on behalf of the practice, they feel that the PPG members Cath, Anne and Sue are being effective in providing information on health topics in the form of displays in the waiting rooms at 858 and VHC. Topics for the coming year have been identified and include, Carers, Dementia, Bowel Cancer and Antibiotic Resistance.
- **Patent Experience** (CV) The PPG will engage in a survey on behalf of the practice regarding patient's views and understanding of medication reviews. This is being undertaken to help the practice provide a safe service that meets patient needs.

PATIENT PARTICIPATION GROUP AGM MINUTES 12.04.18 Cont..

3. *Review of 2017 PPG Objectives/Agree 2018 PPG Objectives cont...*

- **Practice Website Review** (AW) In 2017 the action group carried out a comprehensive review of the practice website and fed back to the practice regarding any updates that were needed or errors that required correction. This objective will be ongoing in 2018

The PPG objectives for 2018 were agreed and ratified as discussed above.

4. **Election of Chair and Secretary** (BB). As per the PPG Constitution the Chair and Secretary should be appointed by members at the AGM. Appointments will be for a maximum of three years and reappointed by the AGM on an annual basis. CV has been PPG Chair and DM PPG Secretary for 1 year. Prior to the meeting CV had requested any new nominations for the positions and none were received.

CV was proposed as Chair by BB and seconded by MR.

DM was proposed as Secretary by BB and seconded by MR.

5. **Ratification of New Action Group Member** (CV). As per the PPG Constitution any change in Action Group membership will be ratified by the PPG. Tryphena Anderson was welcomed and ratified as a new member of the the PPG Action Group.

6. **CQC Inspection Feedback** (Dr Mawji) . Dr Mawji was pleased to report that the practice was rated as good in all 30 categories assessed by the CQC in a recent inspection. The CQC give a rating for each of five key questions against each of the six population groups they look at. Dr Mawji reported that there are some improvements that can be made and the practice team had already implement changes and improvements to some safeguarding issues that had been highlighted. The PPG congratulated the practice on a a great result.

7. **Practice Telephone Delays** Jackie reported practice has been experiencing significant problems with their current telephone system, it is unsatisfactory and not fit for purpose. As a result she is getting quotes for a new system. In the meantime Dr Mawji, in collaboration with the PPG, has produced a policy advising patients on how to make best use the telephone in the hope that it will alleviate demands on the system at busy times, The policy is available to read on the practice website, in the newsletter and in the waiting room.

8. **A.O.B**

- **Visiting Speakers** - it was agreed that guest speakers would be invited on an ad hoc basis outside of the main PPG meetings to ensure that patients are able to have their views discussed and heard.
- **GP+ Extended Hours** - Dr Mawji reported that the GP Alliance extended hours service is now fully operational. It is a great resource that can be accessed by appointment only between 4pm and 8pm weekdays and 9am and 1pm at the weekend. Appointments can be made with reception at VHC and 858 practices.
- **Update on Collette Saxon (deputy Practice Manager)** - Dr Mawji reported that Collette will remain off sick for some time yet as she needs further cancer treatment. The PPG asked that their best wishes be passed on to Collette.

Date of Next Meeting: Thursday 12th July 2108 at 1pm at Victoria Health Centre