

# VICTORIA AND MAPPERLEY PRACTICE PPG AGM

**7th April 2016**

**Present:** James Pam (Chair), Barbara Kendal, Pam Graham, Anne Hardy, Debs Main, Bill Brown, Sue Hawkesford, Robin Taylor, Roy Sells, Sue Clague, Pat Dexter, Alan Wilson, Martin Rudge, Tony Wright, Catherine Wallis , Collette Saxon, Dr Nightingale

**Apologies:** Muriel Weisz, Helen Thompson, Dr Elias, Cath Verhoeven.

## **1. MARCH 2015 AGM MINUTES**

The meeting approved the minutes dated 19<sup>th</sup> March 2015.

## **2. REVIEW OF PPG ACHIEVEMENTS IN 2015/16**

James gave an overview of last year's activities and achievements:

- £400 was raised at the MacMillan coffee morning held in September with Anne Hardy as the lead for the PPG.
- PPG asked that practice staff to wear name tags to help personalise the practice team. This was adopted by the practice and all staff now wear name badges.
- The PPG has taken the lead in producing a PPG/Practice Newsletter. Debs Main is the PPG lead. The first edition appeared in January and a second edition is due in May. Printing is undertaken by Catherine Wallis.
- The PPG helped ensure that patients are aware of the Practice telephone consultation facility. This had been positively received.
- The PPG championed 'Walking for Health' with Alan Wilson as lead. This programme is funded by City and Gedling councils and has been promoted in the surgery, on posters and with leaflets for GPs to use. The 'baton' has now been passed to GPs and nursing staff to recommend the service to relevant patients.
- The practice website now includes information about the PPG. Alan Wilson updates the PPG section regularly.
- After some lobbying from our PPG and others, The Nottingham City CCG has agreed to fund membership of NAPP [The National Association of Patient Participation] for all city practice PPGs for one year. This should help us identify best practice nationally.

### **3. REVIEW OF ACTION GROUP IN 2015/16**

Bill Brown presented a comprehensive report on the activities and achievements of the Action Group.

The Action Group comprises seven PPG volunteers who meet monthly, working on initiatives on behalf of the PPG.

We are concerned about our PPG not being representative of the practice population and we have tried numerous initiatives to rectify this. This issue is included in the Objectives for 2016/17.

The action group has produced the first newsletter which has been well received.

Alan Wilson has improved our presence on the website and promoted walking for Health.

A small group visited the Stenhouse practice in Arnold to share best practice. This provided learning for both practices. Further work on this will take place within the Robin Hood cluster in the forthcoming year.

Bill Brown did a lot of work on the Friends and Family Questionnaire during the year to enable results to be easily communicated to patients. 92% of patients said that they would recommend the practice, a very good result.

The action group would welcome new members and if anyone is interested please contact James Pam.[ vandmppg@gmail.com ] Pat Dexter commented on the professionalism of the PPG and the excellent practice team. These comments were supported by Martin Rudge.

### **4. ELECTION OF CHAIR AND SECRETARY**

Bill asked Collette Saxon if any names had been submitted for the post of Chair and Secretary. James Pam and Sue Clague were the only names submitted. It was proposed that James and Sue should be re-elected as Chair and Secretary respectively. Both were unanimously approved and James thanked everyone for their good wishes and positive feedback.

### **5. PPG OBJECTIVES FOR 2016/17**

James presented the recommended objectives for 2016/17. These had been circulated to members and the Practice in advance for comment.

**Objective 1** - By April 2017 the percentage of PPG members from the black, Asian and minority ethnic community will increase by 50%. We will also seek to recruit a member of the black and minority ethnic community to the Action Group.

*Dr Nightingale agreed that clinical staff could play a key role in encouraging patients to join the PPG and help us move towards a PPG that was more representative of the patient body.*

**Objective 2** - The PPG will raise the profile of on-line registration by writing Newsletter articles. PPG members will hand out application forms in waiting rooms and support the Practice in reviewing how the Practice website can ease the process of access to on-line application forms. The success of this objective will be measured by the increase over the year of completed & processed application forms from a baseline of 165 applications submitted by March 2016.

**Objective 3** - The PPG will attend cluster meetings, seek meetings with other PPG's and identify best practice that can be adopted within our PPG/Practice. The measurement of the effectiveness of this objective will be through reports to PPG meetings

**Objective 4** - The PPG will produce three Newsletters between April 2016 and March 2017.

**Objective 5** - The PPG will organise a fundraising event for Macmillan Cancer Support in 2016.

*Dr Nightingale suggested that fundraising in support of the Nottingham Hospice could also be considered. This was discussed and will be given consideration.*

All five objectives were unanimously approved by the group and these will be progressed through the year.

## **6. CONSTITUTION**

James presented the proposed an amended Constitution which has been updated to reflect current developments on communication, the recommendation that we cease having an interim PPG meeting, and the work and membership of the Action Group.

All changes were approved for adoption.

Pam asked how the PPG supported the Practice with work pressures and James gave some practical examples. There was a general positive discussion. The issue of texting appointment reminders was raised. The practice is awaiting system developments from the CCG before this can be progressed.

## **7. FUTURE VENUE FOR FULL PPG MEETINGS**

James asked for views on location of the three monthly PPG meetings. It was agreed to keep VHC as the venue.

## 8. AOB

- Robin Taylor commented on the untidy notice boards at the Mapperley surgery. James replied that this issue has been raised repeatedly. The PPG wishes to play an active part in supporting the Practice in reviewing how information can be displayed in a more effective manner. The anticipated redecoration of the waiting room will be an ideal opportunity for change.
- James reported that the CCG has contacted PPG Chairs asking for patient representation to assist them in reviewing a new initiative on microbial prevention. Names should be submitted to James.

The meeting was closed at 2.30pm