

## **Minutes of Victoria and Mapperley Interim PPG meeting held on 5 May 2015 at Mapperley Surgery**

**Present:** James Pam (Chair), Pat Graham, Helen Thomson, Tony Wright, Cath Verhoeven, Bill Brown, Debs Main, Oorvashi Vora, Anne Rawson, Alan Wilson, Catherine Wallis, Muriel Weisz, Sue Clague ( Mins).

**Apologies:** Rosemary Pickering, Sue Jones.

James welcomed everyone to the meeting and covered the outstanding issues from the previous meeting on 13th January.

The main agenda item for this meeting was to discuss and agree priorities for the current year 2015/16 and to help the discussion James had circulated two papers, "What PPG's do" and the responses from the first three months of the Friends and Family Questionnaire.

There was a positive and inclusive discussion on what the priorities should be and these were agreed as follows:

1. Understand the practice business plan so that the PPG can align its activities to complement the priorities of the practice. As part of this it was suggested that James and one other PPG member seek to have face to face meetings with the Senior Partner to better understand the Practices overall objectives and to begin a strategic dialogue between patients and the Practice. James agreed to action this.

2. Understand the feedback from the Friends and Family questionnaire so that patient's views can inform the PPG priorities. The group felt that the raw data (over 100 requests for improvements) needed to be put into themes that could form an action plan. Bill Brown agreed to undertake this work and present it in a clear and simple format at the PPG meeting in July.

3. There was a clear need to improve the demographic representation of the PPG. As an example 42% of the patient population is under 35 whereas the figure for the PPG is less than 10%. The PPG does encourage patients to be virtual members if they are unable to attend meetings. It is hoped that this will attract patients from a wider demographic. It was also agreed that there should be best practice learning from the Robin Hood cluster on this issue. James agreed to take this action point.

4. Making better use of the practice website by the PPG was deemed to be important. Alan outlined the current PPG profile on the website which could be improved by providing a more visible PPG presence on the home page with a hyperlink to our own page.

5. Fundraising was discussed. It was agreed that fundraising could play a role in the PPG activities but that it would need to be aligned to practice objectives, patient feedback and be for a specific cause.

6. There is a need to review how health information was presented in waiting rooms. It was suggested that a sub-group meet with the Assistant Practice Manager to review this issue.

In summary - Members felt that we needed to be realistic about the number of objectives set. This will be further discussed at the next meeting of the Action Group ahead of the full PPG meeting on the 9th July when the PPG objectives for the year will be agreed.

Items for inclusion in the next PPG section of the Practice newsletter were agreed to include: recruiting for the virtual group, the texting service and feedback from our review of the Friends and Family questionnaire.

**Date of next Interim PPG meeting** 18th August. 12.30 – 2pm at Mapperley Surgery.