

**Minutes of the Victoria and Mapperley Patient Participation Group meeting
held at Victoria Health Centre on Thursday 21st January 2016.**

Present: James Pam, Sue Clague, Catherine Wallis, Debs Main, Anne Hardy, Cath Verhoeven, Robin Taylor, Susan Hawkesford, Roy Sells, Alan Wilson, Bill Brown, Tracie Baker (Nottingham City CCG), Daphne Smart, Christine Roach, Drs Elias and Nightingale.

Apologies: Tony Wright and Martin Rudge.

James welcomed everyone to the meeting.

Corrections & ratification of Minutes of 1st October 2015 meeting

Corrections were agreed and the minutes ratified. The agreed copy will be circulated to PPG members.

MATTERS ARISING

- *Mapperley (858) waiting room refurbishment* - Work on window replacement starts mid February. Decorating will follow.
- *Telephone consultation* - Collette confirmed that a poster about this service is available at both surgery waiting rooms.
- *On line appointments* - Colette updated that the technical glitches had been resolved across both sites. This facility is now active for the 168 patients who have registered for on-line appointment access. A letter will go out to these patients advising them that the system is now live. This development will be further communicated via a website update, in the next newsletter and in waiting rooms. We need to consider how to encourage more patients to register to access on line appointments thereby relieving pressure on reception staff.
- *Walking for health* - Alan updated the group on information about this initiative. There are posters and literature in both surgery waiting rooms and clinicians are aware.

MAIN AGENDA

1. THE PPG AND THE FUTURE PRIMARY CARE SERVICE

Tracie Baker is the Service Improvement Coordinator for the Nottingham City Clinical Commissioning Group. She is currently looking at the links between PPGs and the CCG. She is looking for feedback from all PPGs in the city to help improve patient engagement in primary care provision. She gave a questionnaire to members to complete to help the CCG obtain a patient perspective of their PPG.

She confirmed that the CCG will fund the PPG national organisation (NAPP) subscription for one year from April 2016. She will be seeking feedback as to how useful this has been later in the year.

There were a number of questions around city and county boundaries regarding treatment/care services. Tracie promised to follow comments up to improve a rather confused situation.

Bill asked for an easy to understand handout on how all the various bodies in the NHS local landscape fit together. Tracie will send James a flow chart for dissemination to the group.

Sue H asked about best practice within other PPGs. Tracie will address this in her report which will be based on visits to all PPG's across the city. A copy of her report will be circulated. The report will aim to identify best practice.

Bill asked if the CCG had any views about how PPG's could successfully recruit a more demographically representative cohort of patients. This is a national issue and Tracie is working on a cluster approach to better access hard to reach groups across the city.

Tracie handed out questionnaires for the group to complete. James thanked Tracie for her attendance.

2. NEWSLETTER

James circulated the winter (first edition) and thanked Debs Main for all the hard work put into editing the newsletter. Catherine Wallis was also thanked for printing the newsletter. Up to two hundred copies have been printed. Thanks to all who contributed.

James introduced the question of frequency of newsletters. It was agreed that a Newsletter would be published in April, July and October to coincide with health update notices. The next edition is to be out in April and ideas for inclusion are invited. One suggestion is to profile two clinicians in each edition. Nurses and HCAs are happy to submit a short biography outlining their specialisms. Drs Elias and Nightingale confirmed that photo's and biographies from the website can be used.

Alan asked that the newsletter be uploaded to the practice website. Collette will follow this up.

Tracie suggested that we consider use of social media to publicise the PPG and the practice. This will be followed up by the Action Group.

3. CONSTITUTION REVIEW

The constitution needs to be reviewed annually at the April AGM. The Action Group is currently reviewing this document. A copy will be circulated to

members so that any suggested amendments can be forwarded to James Pam. (please email to vandmppg@gmail.com) A near draft constitution will then be circulated prior the AGM and agreed at that meeting.

Catherine W asked if James will stand for Chair for 2016/17. Both James and Sue C will put their names forward for Chair and Secretary for consideration at the AGM. Arrangements will be put in place for other PPG members to express an interest in standing for these two posts.

4. PRACTICE WEBSITE

City GP practices have overwhelmingly adopted commercial websites, moving away from managing their own sites. The majority have adopted the 'My Surgery' site: (<http://www.mysurgerywebsite.co.uk/live/default.aspx>)

James asked whether the Practice would consider investing in this service which acts as a "one stop shop" for information on health issues, acting as a portal to many NHS and Regional NHS services. It enables Practices to upload their own documents and personalise the site, putting the Practice in control of layout and content.

Such a commercial site comes with many advantages including a translation service for those whose first language is not English, an important consideration for our practice with a very significant ethnic minority population.

Using a commercial service ensures that the 'background' health information is always kept up to date, relieving hard pressed clinicians within the practice from many web maintenance tasks.

James spoke to Stenhouse surgery (Arnold) who uses this site. They reported that they have had 49,000 'hits' over the last 11 months, which suggests that this service is highly valued by their patient body.

It was recognised that the Practice needs to manage limited financial resources with great care. An annual subscription of £235 was not insignificant. Could the PPG contribute to the cost through fundraising? Could the CCG make a contribution? It was also accepted that switching websites would initially require staff time to migrate practice related information.

There was generally a supportive response from PPG members.

James asked Practice partners to look at the 'My Surgery' site and speak to colleagues in other practice's who use the site.

Dr Elias and Dr Nightingale agreed to table this proposal at a Practice managers meeting and report back to the PPG.

5. DRAFT 2016/17 PPG PRIORITY AREAS

The action group has proposed four areas to focus on in 2016/17. (See agenda and Action Group minutes 13th Dec 2015.) The Action Group will be doing further work on draft objectives which will be shared with members prior to the AGM. James asked that PPG members give consideration to this ahead of the AGM and contact him with ideas using the PPG email address: vandmppg@gmail.com

Next meeting (AGM) will be held at VHC on April 7th at 1pm.

Signed Chair

Countersigned.....Secretary

Date: