

**Minutes of the Victoria and Mapperley Patient Participation Group meeting
held at Victoria Health Centre on Thursday 1st October 2015**

Present: Sue Clague, S Jones, Anne Hardy, Cath Verhoeven, Chris Roach, Robin Taylor, Catherine Wallis, Susan Hawkesford, Debs Main, Daphne Smart, Alan Wilson, James Pam (Chair), Collette Saxon, Dr Nightingale (part)

Apologies: Tony Wright, Peter Benn, Barbara Kendall, Dr Elias, Pat Graham, Helen Thompson, Bill Brown.

James welcomed everyone to the meeting

Matters arising from meeting on July 9th

Mapperley surgery refurbishment.

The surgery will be redecorated. Clinician's rooms will be done first followed by the reception area. James asked if there could be any input from the PPG and Collette said that the only waiting room activity was neutral redecorating.

Progress on Triage publicity

James requested that triage publicity explicitly states that it can be used for patients not needing an emergency appointment but who feel they cannot wait an extended period to see a GP. Collette said that reception follow this principal . It was agreed that a poster and the website need to make this explicit.

James and Collette to take forward.

On line Appointments System.

Collette reported that this facility is still not available at VHC although it is operating imperfectly at 858. Collette continuing to push for progress.

Alan asked about electronic facility for repeat prescriptions. This is not currently available on the practice website. Alan reported that some pharmacies do provide an app that enables electronic requests for repeat prescriptions. James has drafted an article for a forthcoming newsletter and will include this.

Name badges.

This has now been implemented with all practice personnel wearing ID badges. James welcomed this development and reminded the meeting that this came about as a result of a PPG request.

Appointment reminder text service.

Collette said that there was no further progress. The contract between the CCG and the current provider ends in March 2016 and there will be a tender for a new service. This issue will be deferred until a new provider is in place.

Macmillan coffee morning.

Anne updated the group. We raised £329. She thanked everyone who contributed to this effort. Alan proposed a vote of thanks to all involved. James thanked Collette for suggesting this fundraising event.

PPG Membership.

James updated the meeting. The PPG action group met a representative from Health Watch to ask their advice on how the PPG membership could more accurately reflect the patient demographic. A PPG poster was suggested as a way of raising the PPG's profile within the community and Debs created one that has now had excellent distribution around local faith communities, community centres, pharmacies and shops. Christine offered to put one up in the Methodist centre on Lower Parliament Street. Debs has also produced a leaflet version of the poster. It was suggested that posters could be displayed in libraries and coffee shops. This will be followed up by the Action Group. Anne H and Catherine V have also agreed to engage patients in waiting rooms.

PPG Notice board

Collette requested that PPG representative make themselves known to reception staff when updating PPG notice boards. After a discussion on outdated minutes in waiting rooms Collette will now be responsible for putting all full PPG minutes on PPG notice boards at both sites.

Robin Taylor asked how many patients access the website. Alan said that a counter could easily be added to the website. Collette to follow up.

PPG presence on Practice website

Alan updated the group on progress. He can now post all PPG minutes on the web which enables up to date PPG minutes and other documents to migrate to the practice website. This is real progress and thanks to Alan, Dr Gayden and Collette for their help in this.

AGENDA

Walking for Health

Alan updated the group on this national initiative. Nottingham City have funded Age UK in Nottingham to help promote walks in the City. It is called 'Best Foot Forward'. Gedling Council have also funded a similar initiative in the Mapperley area. 'Get Going in Gedling' will become aligned to the national organisation 'Walking for Health'. The PPG asked the Practice to support this initiative through publicity and individual patient contact. Collette reported that this has now been discussed in the Practice and has its support. Alan provided Collette with leaflets for display in waiting rooms. It will also be promoted through the newsletter and website. Alan will continue to liaise with the 'Best Food Forward' team.

Newsletter

Debs has agreed to put together a joint Practice and PPG newsletter. Catherine Wallis's offer to colour print the newsletter was gratefully accepted. The Action Group has been busy deciding how to progress this as it is a very important aspect of communication with patients. Debs issued a first draft for comment and it was well received. The Action Group has written some pieces for the Newsletter. Collette will provide practice article by mid October.

Debs will have a final draft ready for practice approval by 8th November.

The aim is to get this edition out before the end of November.

Next meeting 21st January 2016 at 1pm VHC (please arrive by 12 50)

Signed..... Chair.

Countersigned.....Secretary.