

Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 14th August 2014

Present

Chris Thompson (Practice Manager)
Jenny Drew (Chair)
Chris Peters (Vice Chair)
Elaine Laurie (Secretary)
Peter Appleby (Treasurer)
Tony Drew
Christine Pigg
Pippa Harder
Gill Stokes
Heather Hind
Tony Robinson
Tracy Ingram

Apologies

Eileen Brookes
Iris Wild (Treasurer)
Len Wilson
Sandria Gilling

Abbreviations used:

Care Quality Commission	CQC
Clinical Commissioning Group	CCG
Clinical Reference Group	CRG
National Association of Patient Participation	NAPP
Rotherham, Doncaster and South Humber NHS Trust	RDaSH
Dementia Action Alliance	DAA
Active Always	AA
Enhancement Service Specification	ESS

Chair-Jenny Drew

Ground Rules Reminder (on laminate cards)

Terms of Reference (on laminate cards)

1.0 Welcome and introduction

- 1.1 Jenny welcomed group members. Apologies were noted

2.0 Group Business:

- 2.1 Approval of minutes of meeting held 10th July 2014
- 2.2 Matters arising
- 2.3 A little bit of feedback from the Practice Managers forum. Alan Garbutt from the Morthen Road practice joined Jenny, it was received very well and hopefully there will be more members for NAPP, will keep an eye on this. There were some interesting questions asked.
Jenny brought the issue up of the friends and family test in general practices but more discussions on this matter at a later meeting. Chris commented that it was said that Stag and Rose Court have got a very good PPG group.
- 2.4 Pippa has done some prepaid prescription notices for both surgeries. It has been noted that some patients are disappointed that it has gone back to the monthly prescriptions. Chris has got the Medicines Management coming in to talk to people about this. Over 60's get all prescriptions free.

3.0 Newsletter

- 3.1 Tony has printed the newsletter and copies will be made to save cost on publishing. The decision was to keep the newsletter to 3 x A4 sheets with news on both sides. It still needs tweaking a little. A request for patients to give surgeries their mobile numbers to enable the surgeries to text them important dates to remember. Tracey Ingram's interview to be finalised before printing and hopefully we will try and persuade a Doctor to be in the spotlight for the next newsletter. Car parking is still an issue, in the do you think box a suggestion was made to make it all disabled, which isn't feasible. Tony is going to laminate a few notices for patients to display at home (please knock, ring and wait). Chris Peters to get in touch with Yorkshire Housing re. notices for elderly patients doors and information about intercoms that may be available to be fitted by Yorkshire Housing. All information will go into carer's corner.

4.0 Flu Clinic coffee days.

Notes from the planning meeting are on the website. Tony has produced some flyers and posters. Pippa has organised the loan of tables. The first prize will be £50 Marks and Spencer voucher which Iris will purchase. The practice has produced a letter on headed paper that can be printed off and given to businesses that would like to donate a raffle prize. Volunteers from the PPG will organise collecting raffle prizes and selling raffle tickets and coffee, tea and cakes on the day. The hospice to be notified that their table will be moved to under the JX board. Chris Thompson to deal with this.

5.0 News from the practice – Chris Thompson.

Our new two F2's, Patricia and Robin, our new registrar, Gillian Turner will start seeing patients in the next few weeks – very nice people joining our practice.

Fitting of a JX board at Rose Court surgery is scheduled for in the next 5 weeks, it is going to be a TV screen, not a roller screen like the JX board at Stag surgery.

Tony Robinson has got leaflets from the Police re. Domestic abuse which will be displayed in the surgeries but business type cards for domestic abuse will be placed in the toilets to be taken discretely. Information on domestic abuse to be put on the website. Active always leaflets are needed.

6.0 Any other business.

6.1 Tracey to look into the repositioning of the toilet roll holders in the disabled toilets.

Chris Peters was interested in getting more of a profile of the younger patients.

Tony and Pippa to try and get together to administer articles to put on face book to get younger views and hopefully younger virtual members.

The next PPG Network meeting at the Town hall will be attended by Len, Elaine, Chris and Heather on the 3rd of September. Len to raise the issues about admiral Nurses to ask about development because the subject seems to have gone a little quite. Naomi is going to be informed again to be discreet about sending every ones email together for all to see.

And finally a note in the 'what you think box' (A great service) with a smiley face.

Next meeting Thursday 16th October 2014 at 5.30pm.

No September meeting.

Meeting closed at 6.35 pm

EI25/08/2014