

# Patient Participation Group Meeting 1<sup>st</sup> December 2011

## The Stag and Rose Court Surgeries

### Present

Jenny Drew (Chair)

Anthony Bradley (Vice-Chair)

Eileen Brooks (Publicity Officer)

Mary Gascoigne (Secretary)

Peter Appleby

Gill Stokes

Catherine Lord

Judith Horsfield

Maureen Morton

Elaine Laurie

Andrea Ellis

Margaret Law

Karen Stanhope

Heather Hind

Lorraine Frier

Tracey Ingram (Assistant Practice Manager)

Dr David Clitherow (GP)

### Apologies

Chris Thompson (Practice Manager)

Iris Wilde

### 1.0 Welcome and introductions

**1.1** Tracy Ingram opened the meeting by asking members of the group to introduce themselves. As this was on the first official meeting of the group Tracy presented an agenda which was duly accepted and followed.

### 2.0 Group Business

#### 2.1 Election of Officers - Chair Person/Vice Chair/Secretary/Treasurer

The need for a chair person and secretary to be elected was discussed. Everyone agreed that the first priority of the group was to elect the chair person and secretary at this meeting. Jenny Drew was proposed as chair person of the group and seconded by Tony Bradley and agreed by all other members.

It was decided after discussion that a vice chair person would be beneficial to the group to cover for holidays etc and Tony Bradley was proposed by Jenny Drew for this role and seconded by the remainder of the group.

Jenny Drew took over chairing the meeting at this point.

The chair person asked if anyone would volunteer to act as secretary for the group and Mary Gascoigne said that she would act as secretary on a short term basis to help get the group started.

The group decided that at this point there was no need for a treasurer but that the group may need to split into Fund Raising sub groups at some point in the future and a Treasurer would be elected at that point.

#### Publicity Officer

There was a discussion on how to get publicity for the group; Eileen Brookes offered to help out with publicity and communication. She asked if anyone would be interested in helping her and to give her their name if they would.

## **Publicity ideas generated from the group**

It was decided to look at improving the practice website and getting it updated on a regular basis. It was also thought the NHS site "Choices" would be a good place to advertise the setting up of this group as it is very well used, assessable and has lots of links where the public can put their own comment on. This would be explored and issues discussed at the next meeting.

### **Action**

- **Jenny Drew** to contact NHS Choices to investigate using this medium as a website.
- **Jenny Drew** will meet with Chris Thompson to discuss the maintenance and possibility of updating the content and making the content more informative and user friendly.
- **Tracy Ingram** to contact the current website provider to see if they can do this.
  
- Alternative methods of communication were discussed such as a piece in the local paper to tell patients who do not get to the surgery about the group and what its purpose is.
  
- It was suggested that the back of the repeat prescription could have a little information about the group and the dates of the meetings.
  
- The newsletter could be left on the desk in reception and the JX board in the surgery could be used.
  
- We could also have a board in reception giving details about the group and a contact phone number for patients to bring any concerns, worries or ideas on how to improve the triage system to the group to discuss, although it will be made clear that these will be general concerns/worries not individual ones.
  
- Andrea told the group that she represented people with learning difficulties and that she was looking at alternative methods of communication and would like to look at these issues and it was agreed to do this at a future meeting.
  
- There was also a discussion about how best to communicate with elderly people in nursing/residential care homes as it was felt that they are often miss out on things which happen outside their place of residence.
  
- All of the above form part of the short term goals for the group.

## **2.0 Terms of reference**

**2.1** Karen Stanhope read a sample of terms of reference document from the National Association for Patient Participation [NAPP] (2009). It was decided to discuss this fully at the next meeting and if necessary change them so that they fully meet the objectives of the group.

### **Action**

- Karen Stanhope is to send the document to Tracy Ingram who will forward it via email or letter to group members.

## **2.2 Frequency of meetings**

The group agreed that each meeting would be limited to approximately one hour starting at 6pm on a monthly basis for the first 6 months of 2012. This would be reviewed on an as and when basis depending on issues put to the group and availability of the meeting venue.

The following dates were agreed:

19<sup>th</sup> January 2012

26 April 2012

23<sup>rd</sup> February 2012

17<sup>th</sup> May 2012

22<sup>nd</sup> March 2012

21<sup>st</sup> June 2012

## **2.3 Quorum**

It was agreed that a Quorum for the group would be a minimum number of 8 people plus the Chair and Secretary making a total of 10 people.

## **2.4 Annual Revue**

After proposal from Dr David Clitherow and further group discussion it was decided it would be better to have the review of the Chair and Secretary each January so that officials had served for one year.

## **3.0 Work plan**

### **3.1 Review ideas from first meeting**

#### **Newsletter**

Eileen Brookes offered to put the newsletter together. It was agreed that the main issues to be covered in the first issue would be to give information about the group and its objectives, to as many patients as possible, to inform patients about staff changes in the practice and to give the dates of the meetings over the next six months. Eileen asked that if anyone had any other ideas for the newsletter to get in touch with her as soon as possible, as it was hoped that the first newsletter would be ready by January 2012.

#### **Action**

- Group members not on email gave Eileen their names.
- Eileen to send email to group members for them to respond if interested in assisting her.

### **3.2 Prioritise into short, medium and long-term objectives**

#### **Short term objectives**

- Election of officers – completed 1.12.2011
- Establish a way forward with communication and advertising the group's existence.
- Set up Practice News Letter to be published early 2012.

#### **Medium and long - term objectives**

To be identified at next meeting

### **3.3 Communications and reporting back**

The Chair proposed set agenda items and this was agreed.

Andrea Ellis suggested that there should be a key point to discuss each month which everyone agreed with.

Chris Thompson would be informed about any items for the agenda before the next meeting. The minutes of the meeting would be distributed to all members of the group before the next meeting.

## **4.0 News from the practice**

### **4.1 Feedback on current issues from the Practice.**

It was decided to defer this item until the next meeting when Feedback from the patient survey on the Triage system used within the Practice would be the first Key Point agenda item.

## **5.0 Any other business**

There was no other business.

Meeting closed at 20.00hrs

## **6.0 Next Meeting**

19<sup>th</sup> January 2012 to be chaired by Vice-Chair Tony Bradley Seasons Greetings to all.