

## Patient Participation Group (PPG) Meeting held at The Stag Medical Centre

Minutes of the Meeting 20<sup>th</sup> June 2013

### Present:

Tracy Ingram  
Chris Thompson (Practice Manager)  
Iris Wilde  
Pippa Harder  
Heather Hind  
Christine Pigg  
Len Wilson

Jenny Drew (Chair)  
Kath Perry (Vice Chair)  
Elaine Laurie (Secretary)  
Tony Drew

### Apologies:

Peter Appleby  
Gill Stokes  
Jackie Houghton  
Hazel Kinsey  
Eileen Brooks  
Su Lockwood

### 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

### 1.0 Welcome and introduction

1.1 Jenny welcomed group members and apologies were noted.

### 2.0 Group Business

2.1 Minutes of the last meeting held 20<sup>th</sup> June were approved with the following amendments to minutes 16<sup>th</sup> of May:

- Barbara Bartle is not a member of Broom Lane PPG.
- Dr Byrnes and Dr Kate Russell members of the Rotherham CCG and CRG were not scheduled to attend the 15<sup>th</sup> May meeting at Cedar Court re Admiral Nurses.

### 2.2 Matters arising

- The handy man has yet to reposition the hand sanitizer at Rose Court.
- Prescription ordering for holiday supplies is still to be sorted. It is a Systmonline issue so will require discussion with them.
- Further disabled parking is unable to be provided.
- Art for the practice is still on going. The size and design to be arranged and then to be submitted to Chris via Pippa in consultation with the artists.
- Pippa asked if the sign at Rose Court had been put in place.
- Pippa was also concerned that patients from Rose Court were not aware that their names would appear on the Jayex Board informing them of their appointment.
- Iris asked if the holiday prescriptions request had been put in place.
- Len talked of a notice on a Memory Café that contained out of date information at Rose Court.

### 3.0 Second GP Practice Survey

- The contract for the provision of a new automated opening mechanism for the inner doors at both surgeries has been awarded and work is to commence when arranged.

#### **4.0 Carers' Corner Developments**

- A Sub Group for Carers Corner had been formed and an inaugural meeting was held on 19<sup>th</sup> June. Jenny had announced that a Chair for the sub-group be appointed. This was put out to members of the face to Face PPG members and the Virtual Group members. No one had volunteered from those groups.
- Pippa Harder and Heather Hind had registered an interest to Chris Thompson and at the meeting Chris proposed Pippa Harder and it was seconded by Len Wilson. Other group members reiterated their support for Pippa. Pippa asked if her post could be reviewed in six months and that was agreed.

#### **5.0 Admiral Nurses Development – Len Wilson**

- Len Wilson fed back from the meeting on 28<sup>th</sup> May at Cedar Court Hotel Wakefield where an Admiral Nurse will explained the role, Ted McGuinness, the pioneer for Admiral Nurses through Dementia UK, gave advice on how to create this service and Jean Totty of Carer's United explained her role.
- From the statistics Len produced Rotherham needs at least 4 Admiral Nurses at a cost of £40,000 per nurse not counting their salaries.
- John Gomersall from the CCG is in favour of Admiral Nurses for Rotherham and he will be approaching the council.
- There are offices in Frederick Street Rotherham which could be used for the Admiral Nurses supported by Dementia U.K. They will be trained when they take up the posts.
- Jenny attended the NAPP Conference at Bristol with Tony and she did a soap box presentation at the conference about Admiral Nurses. Out of an audience of 125 people only 3 people had heard of them.

#### **6.0 Tony Drew – Website**

- Tony requested qualifications of Doctors on staff page update but Chris said the new F2 doctors would be leaving shortly so not to bother updating the website for them.
- A draft Flow Chart illustrating Channels of Communication and Decision –making for the PPG was presented. Everyone liked it and suggestions were made to add in the word patients in an appropriate place. Tony agreed to make the changes and send it to members for approval in readiness for the next meeting
- Tony discussed the revision of the group Facebook page and agreed to liaise with Pippa Harder re any issues he required further input with.
- Chris mentioned patient's comments and Face book and that we had the 'Tell us what you think' notes to cover any suggestions.
- Dr McWhinnie provided Tony with the link to his photos. A Yorkshire theme had been suggested by Chris Thompson that could be put on canvas for the Surgeries. Pippa Harder could possibly be able to help with advising on cost.
- Tony presented two pages of thumbnails of photos for members to agree on a selection to be transferred to canvasses for display in both surgeries.

- Due to lack of time he agreed to send them out by email and ask for a top fifteen list from each person. On receipt he would collate and bring the definitive list to the next meeting.

## **7.0 News from Practice.**

- Two new clerical posts have been filled, one post for Prescription Management to cover maternity leave and one for admin.
- Flu Clinic days are to be held on 27th September 4th October. The members agreed to fund raise for the Macmillan Nurse coffee day on the 27<sup>th</sup> September and the Rotherham Cancer Care coffee day on 4<sup>th</sup> October.
- Jenny agreed to contact Rotherham cancer Care to take them up on their offer from last year to provide us with help to serve at the event.
- The Flu Clinics will be held at Stag Surgery. Rose Court will be open on both dates for normal surgery appointments.
- There is a vacancy for a nurse at the Practice.
- Jayex board needs amending to 'before you check in' re Rash.

## **8.0 Any other business**

- Jenny reminded members that the next Rotherham PPG Network Meeting will be held at Rotherham Town Hall, John Smith's Room at 5.30pm (sandwich refreshments provided) for 6pm on 4th July 2013 where it is hoped that Michael Morgan, interim chief executive of Rotherham NHS Foundation Trust, will be in attendance to answer any questions from PPGs in Rotherham.
- Iris gave her apologies for the next meeting and sent her compliments to Diane for being so helpful to her.
- Jenny gave feedback from the NAPP Conference stating it had covered issues of patient confidentiality and technology in the digital age. She gave an example of a case of a 2 year old child who sadly died in GP Practice waiting room where it had appeared there was no protocol for receptionists to send ill patients/children through to see the doctor before other patients waiting in a queue.
- Professor Pereira Gray Chairman of the Conference recommended that NAPP pay attention to issues of litigation and put systems in place to ensure PPGs are covered in respect of adhering to Practice protocol . Jenny explained this was the rational for the flow chart illustrating Channels of Communication and Decision-making for the PPG

## **9.0 Next meeting 15<sup>th</sup> August at 6pm at the Stag medical Centre.**

Meeting closed at 7.14pm