



## Patient Participation Group Meeting held at the Stag Medical Centre

Thursday 16<sup>th</sup> August 2012

### Minutes of the Meeting

#### **Present:**

Chris Thompson (Practice Manager)  
Tracy Ingram (Assistant Practice Manager)  
Jenny Drew (Chair)  
Tony Drew  
Kath Perry (Vice Chair)  
Iris Wilde  
Gill Stokes  
Christine Pigg  
Heather Hind  
Peter Appleby

#### **Apologies:**

Eileen Brooks (Publicity)  
Pippa Harder  
Elaine Laurie (Secretary)  
Margaret Law

#### **1.0 Welcome and introduction**

1.1 Jenny welcomed group members and apologies were noted.

#### **2.0 Group Business**

2.1 Approval of minutes of last meeting held Thursday 19<sup>th</sup> July 2012.  
The minutes were accepted and approved by all.

#### **2.2 Matters arising**

Iris Wilde requested information re the PPG involvement at the Flu Clinic days as she wasn't present at last month's meeting. This was addressed in item **2.3**.

### 2.3 PPG Open Days on Flu Clinic dates 28<sup>th</sup> Sept.& 5<sup>th</sup> October 2012

Flu clinic days September 28<sup>th</sup> and 5<sup>th</sup> October 2012 9am to 4pm were confirmed Heather Hind and Elaine Laurie have kindly volunteered to organise the day for the PPG. We will promote the PPG with hand-outs at the flu clinics which will include:

- One of our new business type cards with information on the group and practice (which the group agreed to adopt the PPG logo – (**see above**)).
- Copies of the NHS Constitution and the NICE Guidelines Experiencing good NHS care: What you can expect.
- Touch screen hand held equipment to enable PPG members to ask patients if they will complete our second shorter GP practice survey whilst visiting the Flu Clinic (**see any other business**)

Tracy Ingram put forward a request for fund raising for the **MacMillan Nurses** and the **Cancer Care Centre** in Rotherham. Although Fund raising was dismissed at the last meeting because the Hospice has a table at the clinic for their fundraising it was unanimously agreed the PPG would do this as follows:

Coffee/tea would be provided by the practice.

- Requests for cakes/buns/biscuits were made.
- It was decided the PPG would hold a raffle at each of the Flu clinic days.
- Requests for raffle prizes were made.
- Tracy had sent off for the MacMillan coffee morning fund-raising pack which contains advertising materials.
- A meeting for the 'Flu Group' to finalise details was arranged for 24<sup>th</sup> September 2012 at 6pm at the Stag Medical Centre in the upstairs meeting room. All those involved agreed to give their phone numbers so that Heather could contact them (**see Appendix 1.0**)

### 3.0 Publicity Eileen Brooks

3.1 Jenny explained to the group that Eileen had requested to become a virtual group member due to work commitments. She is still happy to take on the responsibility for the publicity unless anyone else would like to take this on. All present agreed that they would like her to continue with the role as they valued her expertise. **Jenny would convey this to Eileen via email.**

3.2 Eileen had produced a press release and wanted comments by the middle of August. It was agreed it would be presented in its current format as no one had disagreed with the content. Jenny agreed to inform Eileen. It was expected the article would be published in the Rotherham Advertiser on a date close to the Flu Clinic days. The piece would also be laminated and available to show patients when they attend the Flu clinic.

3.3 Autumn/ winter newsletter – now that Eileen was to be a virtual group member the group will need to know how she wants them to be involved in the preparation. **Jenny to liaise with Eileen for her guidance.**

### 4.0 Care Quality Commissions issues-Chris Thompson.

4.1 Chris and partners are still in the process of submitting our application to the CQC to let them know what is in place at the practice and had nothing further to add at this time.

4.2 As part of the support group for the yet to be formed PPG Network in Rotherham Jenny is in the process of requesting speakers to attend an event in January 2013. This is for CQC members to inform representatives of Rotherham PPGs about how PPGs can engage patient involvement at the forthcoming CQC GP practice inspections which commence in April 2013.

## **5.0 Website development-Tony Drew**

5.1 Tony presented a print out of the work the sub-group had established. There is a navigation bar which contains various tabs relating to specific parts of the PPG work and all the information is contained under these heads e.g. all the agendas and notes of meeting are now on the website under one of the navigation tabs. The profile of the PPG now forms part of the website under a tab. This has been sent to the web publishers and will appear on the website shortly. The photographs of doctors were almost complete and this would put on the website along with other agreed changes sometime in the future. The use of Facebook is still being considered.

## **6.0 News from the practice.**

- 6.1 The appointments system has to change. The triage system has become unworkable and has to be replaced urgently. Dr Proctor and Chris Thompson are meeting on Friday 17<sup>th</sup> August 2012 to discuss the options.
- 6.2 Dr McWhinnie is on sick leave for at least 8 weeks and locum cover is in place.
- 6.3 An advert for a new female GP closes on 31<sup>st</sup> August 2012.
- 6.4 There is a new F2 doctor in place.
- 6.5 GP training is underway for a paediatric specialist and Dr Quereshi is mentoring this doctor.
- 6.6 Given the uneven patient /doctor ratio and long term sickness of staff the management of the practice is under resourced which is challenging for Chris currently.
- 6.7 The phone lines are now available at Rose Court Surgery from 08.30am.

## **7.0 Any other business.**

- 7.1 Jenny raised the issue of the Virtual PPG. A lot of the group membership is opting to become virtual members. This is not a problem but does limit decisions if the face to face group is not quorate. We need 8 group members including the chair and vice-chair or secretary (or their nominee replacement) to be a quorate group.
- 7.2 We have a list of over 60 email addresses which will form a virtual group along with those who have opted to be virtual members and need to revisit our terms of reference. Jenny proposed this should be done at our Annual General Meeting which will be held in January 2013. By this time it will be much clearer how the virtual and face to face groups are working.
- 7.3 Jenny tabled the questions for the second shorter GP practice survey which are to be placed on the hand held equipment provide by NHS Rotherham. It was suggested there ought to be questions re communication and a comments box. This was agreed to be deferred to the next survey as we wanted to keep the questionnaire short this time around. The use of a hand held device prohibits the use of comments boxes. It was suggested that if patients want to make other comments they could write them down and submit them. All present agreed to the questions with the exception of question 6. Chris took them to send for uploading in readiness for use at the Flu Clinic days.

- 7.4 The art work from Herringthorpe School children about the Olympics has been taken down now the event is over. We thanked Christine Pigg for organising this and look forward to other displays being available in the future.
- 7.5 Communication and attitudes of receptionist staff was discussed and Chris and Tracy are aware of the issue. They have agreed to the following:
- Request receptionist staff wear their name badges at all times
  - When answering the phone they will be instructed to say their own name in the introduction to answering all calls.
- 7.6 Jenny suggested we had PPG members meeting and greeting patients at the surgery. Chris agreed and said this could be an option for use at busy times.

## **8.0 Next Meeting Thursday 18<sup>th</sup> October 2012**

**PLEASE NOTE THERE WILL BE NO MEETING ON THURSDAY 6<sup>TH</sup> SEPTEMBER AS MOST OF THE FACE TO FACE GROUP WERE AWAY.**

Forthcoming meetings for remainder of 2012 - Thursday 18<sup>th</sup> October, Thursday 22<sup>nd</sup> November and Thursday 13<sup>th</sup> December.

Meeting closed at 7.15pm.

## Appendix 1.0

<b>28<sup>th</sup> Sept 2012</b>	<b>Session Time</b>	<b>5<sup>th</sup> Oct 2012</b>	<b>Session Time</b>	<b>Tel no</b>
Gill Stokes		Gill Stokes		01709 540786
Iris Wilde		Iris Wilde		01709 540021
Christine Pigg		Christine Pigg		01709 545407
Heather Hind		Heather Hind		07847168528
		Margaret Law	?? available	
Jenny Drew		Jenny Drew		07563677432
Tony Drew		Tony Drew		
Elaine Laurie				07757616670

Christine Pigg – requests morning sessions only

Session times to be completed by Elaine Laurie and Heather Hind.