

Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 9th February 2017 at 5.30 pm.

Present

Elaine Laurie (Chair)
Jenny Drew (Vice Chair)
Tony Robinson (Secretary)
Jean Toner (Practice Manager)
Tony Drew
Iris Wild (Treasurer)
Peter Appleby (Treasurer)
Christine Pigg
Pippa Harder
Heather Hind
Mr A A Zaidi
Richard Gleadhall
Sandria Gilling

Apologies

Margaret Denis
Gill Stokes

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 Elaine Laurie
Ground Rules Reminder (on laminate cards)
Terms of Reference (on laminated cards))

1. Welcome and introduction:

1.1 Elaine welcomed Richard Gleadhall and Sandria Gilling to the meeting.

2.0 Group Business:

2.1 Approval of minutes of last meeting held Thursday 12th January 2017.
2.2 Matters arising.

3.0 Carers Cafe:

3.1 Carers Cafe volunteers have taken the group who attend the cafes out for a fish & chip shop meal. The event was enjoyed by everyone who attended. All the volunteers paid for their own meals, while carers and patients meals were paid for from the Carers fund. There was a shortfall in the Carers fund of £20 to cover the full cost, and it was agreed unanimously that the balance would be paid from the PPG fund

3.2 Pippa is looking into courses that may be useful to volunteers. One course is were a group of patients are trained to help other patients (Expert Patient)

4.0 Patient Feedback and Survey:

- 4.1 It was agreed that the group would look to carry out a patient survey during 2017 to gain feedback to identify areas where improvement could be made. Further discussions will take place to agree the questions etc.

5.0 Promotion & Newsletter:

- 5.1 Jenny confirmed that she had spoken with Eileen Brooks regarding editing the Newsletters and Eileen has kindly agreed to continue to carry out this role.
- 5.2 It was agreed that we would look to produce two newsletters during 2017 and the format would be as used in the last issue and printed within the practice. Tony Drew confirmed that he is willing to continue formatting the editions, and which is appreciated by the group.
- 5.3 For the next issue of the Newsletter it was agreed that, Elaine, Jean and Tony R will meet up with Eileen to determine the content. If anyone has any specific items they would like to be included please raise with the sub group.
- 5.4 The group felt that the Newsletter should continue to be printed onsite, however Steve kindly offered to look into funding a professionally printed version if the group wished to consider other options.

6.0 2017 Projects:

- 6.1 Elaine and Iris have been to look over a meeting/training room in Wickersley that we could use at no cost. It was suggested by Elaine that we could use for giving talks to patients of various age groups on health items subjects along with other items such as fire safety etc. It could also be possible to invite other practices.
- 6.2 Jean stated that the practice would fully support the group with future projects and improvement initiatives.
- 6.3 Steve asked that a list past and current projects within the practice were made available. This was agreed and will be progressed.
- 6.4 There are a number of channels being explored to gain funding, Steve said that he was willing to help the group look into grants and funding opportunities that may be available.

7.0 News from the Practice:

- 7.1 Jean stated that the recruitment process for an Admiral Nurse was underway and she would provide a progress update at the next meeting.
- 7.2 The newly appointed Advanced Nurse Practitioner had started on Monday 6th February and will be working two days a week. It was felt that this appointment will be a real help to the practice.
- 7.3 Jean confirmed that a new MJOG system was due to go live. This will allow patients to cancel the appointments by replying to the initial text reminder. Hopefully this will help reduce the number of appointments that are not attended.
- 7.4 The new telephony system has been installed, this system has better call routing options when patients contact the surgery. New voice messages have also been created for the system.

8.0 Any other business:

- 8.1 Heather said that the new canvas photographs had not been put up because the handyman had been ill. Hopefully this will be completed during the following week.
- 8.2 Elaine suggested that the group could run some "Time for a Cuppa" sessions. These events may also be an opportunity to raise funding for the Carers Cafe.
- 8.3 Jenny mentioned that at the last PPG Network meeting the new Lay Member Kathleen Henderson said she would like to attend the local PPG meetings. Elaine is going to contact Kathleen with an invite to one of our meetings.
- 8.4 Peter asked if there were any plans to have another photo contest competition, other group members

suggested that it may be worth inviting schools and colleges to provide photographs to the practice rather than run a competition. Options for this will be discussed at a future meeting.

Next Meeting at 5.30pm. Thursday 9th March 2017

Meeting closed 6.40

TR/28/02/2017