

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

### Minutes of Meeting Thursday 16th October 2014

#### Present

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

#### Apologies

Iris Wilde (Treasurer)  
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-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 14th August 2014.
  - 2.2 Matters arising.
  - 2.3 There was a discussion about the format of the minutes. It was agreed that Action Points would be highlighted at the end of each item with the person responsible to progress that action point. It was also agreed that a list about outstanding action points would be brought to each PPG meeting as a standing item to control progress and clearance.
- 3.0 Newsletter
  - 3.1 The distribution of the newsletter was revisited as it was pointed out some patients do not have access to a computer to see the web copy. It was therefore agreed a several more copies (that the 6) would be printed off and made available in the surgeries waiting rooms. It was also agreed that PPG would purchase 2 display units for the Stag and Rose Court waiting rooms for the newsletter and information leaflets.

**AP Chris/Tracey to print off additional copies of the newsletter.**

**AP Pippa to source and price display units.**

- 4.0 Flu Clinic/Charity Coffee Days.

It was agreed that flu clinic/charity days had been a great success with excellent team work with the PPG group and great atmosphere with the patients. A total of £1262.85 was raised giving £404.00 each to MacMillan Cancer Support, Rotherham Cancer Care and Talking Newspaper for the blind. £50.00 cost of voucher purchased by PPG returned to funds, £12.00 expenses to Elaine and 85p to petty cash. These details will be summarised on the PPG notice board to inform patients. All raffle prize winners were notified and delighted with their wins. Thank you letters were issued and delivered to all prize givers. In addition MacMillan, Rotherham Cancer Care and Rotherham Hospice raised extra funds from sales of their Christmas cards and goods. The PPG thanked Elaine for her detailed organisation of these events. There is a further flu clinic to be held at Rose Court Surgery on 23rd October from 2pm to 5.15pm. PPG agreed to help marshalling patients. Christine Pigg and Chris Peters to attend Rose Court on the 22nd October.

5.0 Friends and Family Test

Practice Manager advised PPG that friends and family test is a statutory requirement for all GP surgeries from 11th December 2014. There has been an initial discussion at the practice managers meeting which confirmed every patient had to be given the opportunity to state anonymously whether they would recommend the practice to their family and friends and results were to be returned to the NHS on an ongoing monthly basis and an action plan to address any patient issues.

Chris will investigate the practice details of the scheme and report back to PPG November meeting to finalise arrangements. At this stage he was seeking a commitment from PPG to help run this new compulsory scheme. The PPG gave its commitment.

**AP Practice Manager to report scheme details at November meeting.**

**AP PPG to agree final arrangement with Practice Manager.**

6.0 News from the practice — Chris Thompson.

Friends and family was the main news from the practice plus 2 new students.

6.0 Any other business.

Staff photos — it was agreed these need updating.

**AP Chris/Tracey to decide a suitable date for a photo session and let Tony know.**

Surgery pictures — it was agreed they would be advertised for sale at £20/£25 each. Price to be displayed under each picture (further discussions to be held on the next theme of pictures) after Christmas.

**AP Elaine to produce price tickets and display them and a sign to refer to practice manager for purchase.**

Books for sale agreed would occur when PPG are at surgeries to supervise and are responsible for monies raised for PPG funds. Books to be stored at the surgery.

7.0 PPG Constitution.

Jenny is finalising and will issue draft to PPG members to peruse and comment on final draft for November PPG meeting in order to incorporate at January AGM.

Meeting closed at 6.30 pm

Next meeting Thursday 6th November 2014 at 5.30pm.

**Action Items:**

<b>Action</b>	<b>By</b>	<b>Completion</b>
Print off additional copies of the newsletter.	Chris/Tracey	End October
Source and price display units for newsletters.	Pippa	
Report Friends & Family test scheme details.	Chris	For November meeting
Agree final arrangement re Friends & Family test with Practice Manager	PPG/Chris	For November meeting
To decide a suitable date for a photo session for web update and let Tony know.	Chris/Tracey	December
Produce picture price tickets and display them and a sign to refer to practice manager for purchase.	Elaine	For November meeting

EI23/10/2014