

## Notes from planning meeting held at Bassett Farm Cottage, 23<sup>rd</sup> May 2013

### **Present**

Jenny Drew

Tony Drew

Elaine Laurie

Christine Pigg

Iris Wilde

Gill Stokes

Kath Perry

### **Apologies**

Jackie Houghton

### **Consultation with:**

Pippa Harder (Carers' Corner)

Heather Hind (Carers' Corner)

Chris Thompson (Press release)

The meeting was called to decide on actions for the forthcoming PPG Awareness Week 3<sup>rd</sup> June - 7th June inclusive.

1. The following items were agreed for the week:
2. Monday to Friday mornings and afternoons will be covered by the above members along with Pippa Harder and Heather Hind. There will be someone from the PPG at both surgeries during the morning and evening surgeries as well as the baby clinic at Rose Court on Wednesday 5<sup>th</sup> June in the afternoon.
3. All agreed to invite Stephanie Varah, Chief Executive, National Association of Patient Participation (NAPP) on Monday 3<sup>rd</sup> June at 10am the Stag Medical Centre – this was at Stephanie's request to visit and take photos for the NAPP website.
4. All agreed to promote PPG Awareness by our usual presence at the surgeries by talking to patients, asking if they know what we do, handing out our cards, encouraging patients to sign up for the email virtual group membership and pointing out the information about the forthcoming CQC GP Practice inspections.
5. Jenny and Tony agreed to do a poster display and briefing paper for both surgeries. This is to explain the Care Quality Commission (CQC) inspection process for GP Practices and how patients may be involved. Display boards will be collected by Jenny and Tony from NHS Rotherham, Oak House, Bramley, on Thursday 30<sup>th</sup> May at 11.00hrs.
6. Jenny would provide a list of all our achievements since 2011 for display at each surgery.
7. The Carers' Corner is to be set up on Monday morning 3<sup>rd</sup> June by Elaine Laurie and Tony Drew at Rose Court surgery and by Christine Pigg and Jenny Drew at the Stag Medical Centre. Elaine Laurie and Jacqui Houghton had sorted all the leaflets and split the supplies for each surgery. If the notice boards and tables are not available we will need to liaise with reception staff to ensure there is a table to put the supplies

on until the appropriate furniture arrives. Tony Drew is to make some signs – Carers' Corner' for the top of the notice boards and is to liaise with Chris Thompson to enlarge and reproduce these in size A3 using the photocopier.

**It was reinforced the purpose of the Carers' Corner is to:**

- a) Signpost patients to the appropriate professional services at Drummond Street Rotherham.
- b) Most importantly give them the telephone contact number.
- c) Encourage patients who are carers to register with the Practice as a carer by directing them to notify receptionists at either surgery that they wish to do this.

**Other Issues Raised**

- i. Car parking at the Stag Medical Centre - It was suggested that the Congregational Church may be amenable to the PPG approaching them about car parking facilities especially for the staff so that spaces were available for patients. Jenny agreed to talk to Chris Thompson about this.
- ii. Jenny raised an issue about the Practice policy for receptionists when faced with possible life threatening emergencies presenting at the surgery. She agreed to bring it to the meeting scheduled for 10<sup>th</sup> June 2013 and to discuss it with Chris Thompson.
- iii. The duration and dates of meetings were discussed and this was agreed to be raised at the next meeting as well.
- iv. It was raised that Elaine could benefit from a Dictaphone to record proceedings during the meeting so that she can write up the minutes and still be able to contribute to the meeting. Jenny agreed to approach Chris Thompson to check if there was anything available at the Practice she could use.

**Post meeting**

Jenny advised Heather Hind and Pippa Harder of the decisions made by the group in their absence and explained we are all part of a team and by working in this way we were able to help each other out. Pippa advised she was available for the afternoons at the Stag Medical Centre and Heather Hind agreed to drop in as and when she could and had committed to Wednesday afternoon at Rose Court surgery.

Jenny personally thanked Heather and Pippa for working with Andrea about the furniture and positions of the Carers' Corners at both surgeries.

A press release, written by Eileen Brookes and approved by Chris Thompson, has been sent to the Rotherham Advertiser and is attached to these notes.